



**UNITED STATES MARINE CORPS**  
MARINE AIR GROUND TASK FORCE TRAINING COMMAND  
MARINE CORPS AIR GROUND COMBAT CENTER  
BOX 788106  
TWENTYNINE PALMS, CALIFORNIA 92278-8100

CCO P11101.12K  
104

APR 04 2005

COMBAT CENTER ORDER P11101.12K

From: Commanding General  
To: Distribution List

Subj: INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

Ref: (a) NAVFAC P930  
(b) MCO P1754.4A  
(c) CCO 5800.11A  
(d) MCO P11000.22  
(e) P1630.6E  
(f) CCO P4100.3A  
(g) CCO 1740.1D  
(h) CCO 1755.1  
(i) CCO 1754.4  
(j) CCO P11320.1E

Encl: (1) INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

1. Situation. The Installation Commander is responsible for providing adequate family housing and quality living environments for service members and their families aboard Marine Corps Air Ground Task Force Training Command. Regulations and instructions required to maintain a reasonable degree of community security and safety there are regulations and instructions required.

2. Cancellation. CCO P11101.12J.

3. Mission. Provide instructions and information to supplement regulations contained in the references listed above for residents of Family Housing and for residents of the Mobile Home Park on the Marine Corps Air Ground Combat Center, Twentynine Palms, California.

4. Execution

a. Commanders Intent. Commanding officers, Directors, and Officers-in-Charge will ensure Marines in their charge are familiar with and comply with the instructions in this order.

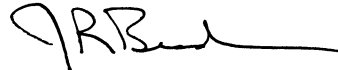
b. Concept of Operations. Military personnel and dependent residing in Family Housing shall be familiar with and comply with the instructions in this order. Although the Mobile Home Park is managed by MCCA for assignment, monthly payments, and checkouts, residents shall be familiar with and comply with the instructions of this order.

c. Tasks. Families residing in Family Housing will comply with the instructions in this order.

5. Administration and Logistics. Distribution Statement A-1 directives issues by the Commanding General is distributed via e-mail. This Order can be view at <https://ww.29palms.usmc.mil/base/manpower/adj/index.asp>.

6. Command and Signal.

- a. Signal. This Order is affective the date signed.
- b. Command. This Order is applicable to the Marine Corps Total Force.

A handwritten signature in black ink, appearing to read 'JRB', with a long horizontal flourish extending to the right.

J. R. BRADEN  
Chief of Staff

DISTRIBUTION: A-1

LOCATOR SHEET

Subj: INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

Location: \_\_\_\_\_  
(Indicate the location(s) of the copy(ies) of this Manual)

INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

RECORD OF CHANGES

Log completed change action as indicated.

Change Number	Date of Change	Date Entered	Signature of Person Incorporated Change

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## CONTENTS

### CHAPTER

- 1 ADMINISTRATIVE INFORMATION
- 2 ASSIGNMENT AND TERMINATION
- 3 RESIDENT ADMINISTRATIVE INSTRUCTIONS
- 4 COMPONENTS

### APPENDIX

- A IMPORTANT TELEPHONE NUMBERS
- B COMPLAINT FORM
- C CITATION FORM
- D CITATIONS
- E SPONSORSHIP OF FOREIGN EXCHANGE STUDENTS
- F INSTRUCTIONS IN TIMES OF CONTINGENCY DEPLOYMENTS OF  
OPERATING FORCES UNITS
- G INFORMATION FOR RESIDENTS OF VISTA DEL SOL  
(801 HOUSING)
- H FIRE PREVENTION INFORMATION
- I EARTHQUAKE INFORMATION
- J HELPFUL HINTS FOR MAINTENANCE AND CLEANING
- K COMBAT CENTER RECYCLING PROGRAM INFORMATION

INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

CHAPTER 1

ADMINISTRATIVE INFORMATION

	<u>PARAGRAPH</u>	<u>PAGE</u>
GENERAL . . . . .	1000	1-2
FAMILY HOUSING OFFICE . . . . .	1001	1-2
VIOLATIONS . . . . .	1002	1-3

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## CHAPTER 1

### ADMINISTRATIVE INFORMATION

1000. GENERAL. This Manual applies to all residents of family housing and the Recreational Vehicle Park. It helps residents understand what is required to maintain and care for housing units in order to enjoy occupancy and leave the house in a condition acceptable to the next resident. Homes must be given the care expected of a prudent homeowner. This care does not include the high-level skills of a craftsman. Residents will be held responsible for damages to assigned quarters, grounds, and equipment not considered normal wear and tear.

#### 1001. THE FAMILY HOUSING OFFICE

1. Location. The Housing Office, Assignment and Terminations, Housing Referral, Facilities Section, Area Managers, Quality Assurance, and Cash Collection Clerk are located in building 1003, on the corner of Cottontail and Condor Roads.

2. Hours of Operation. The Housing Office is open for business Monday, Tuesday, Thursday, and Friday from 0800-1530. On Wednesdays, the Office is open from 0800-1400. The office closes at 1400 on Wednesdays to accommodate training and administrative time.

3. Service. The Housing Office is your best source of information concerning items pertinent to family housing. It is the responsibility of the resident to read and become familiar with the contents of this manual. Appendix A is a list of other important telephone numbers you may need

4. Complaints. The resident may file complaints at the Housing Office, building 1003. Complaints directed at other residents, must be made in person and in writing. In this regard, it is assumed that housing residents normally will be able to solve minor disagreements (sharing of clotheslines, etc.) on their own. Complaint forms may be obtained at the Housing Office. A copy of this form is located in Appendix B. The Combat Center offers on-line comment services at [http://ice.disa.mil/index.cfm?fa=site&site\\_id=93](http://ice.disa.mil/index.cfm?fa=site&site_id=93). The Interactive Customer Evaluation (ICE) allows users to submit comments, suggestions, and concerns for the command to address.

5. Life Support Monitoring Equipment. Residents and/or dependents requiring medical life support monitoring equipment within the housing areas on a temporary or permanent basis must immediately notify the following offices:

- a. Naval Hospital, building 1145, extension 6302.
- b. Fire Department, building 1516 extension 6871.
- c. Provost Marshal's Office, building 1407, extension 6800.
- d. Exceptional Family Member Office, building 1551, extension 7740.
- e. Housing Office, building 1003, extension 6611.
- f. Maintenance, building 193, extension 6528.

1002. VIOLATIONS

1. Background. The information contained in this section applies to all residents of military family housing.

a. Residents are expected to care for housing units, as a prudent homeowner would care for their own home. This care does not include activities or repair that require the high level skills of a contractor or craftsman, but does include prudent maintenance and upkeep. This care also includes the resident properly notifying the maintenance service desk of any problem or repairs their home may require which are beyond the scope of resident care.

b. Residents are responsible for ensuring maintenance and upkeep requirements set forth in Chapter 3 of this order are met in as timely a manner as possible. When a resident does not maintain their residence in accordance with this manual, and the condition causes damage to the quarters, a citation may be issued and the resident may be liable for the repair of damages. Appendix C is an example of the citation form.

c. Residents are urged to realize the seriousness of policy violations and the impact of these events upon the military family. Sponsors, family, and guest should familiarize themselves with both base and housing regulations. The failure of a military sponsor to maintain acceptable behavioral standards by those for whom they are responsible will become the subject of appropriate administrative action.

2. Repeated Housing Violations

a. Housing areas are inspected weekly by the appropriate Area Manager. A housing unit found in violation of the requirements of this Manual will be issued a citation. Resident receiving a citation will normally be given 7 days to correct the violation. However, some violations will be required to be corrected within a 24-hour period. The violation will be noted on the citation. Appendix D provides amplifying information on how citations are handled.

b. Citations will remain on file during the member's tour of duty regardless of any moves. In situations where probation or eviction of a resident is being considered, past citations including warnings may be used to help make an appropriate recommendation to the Commanding General.



# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## CHAPTER 2

### ASSIGNMENT AND TERMINATION

	<u>PARAGRAPH</u>	<u>PAGE</u>
GENERAL . . . . .	2000	2-2
INFORMATION . . . . .	2001	2-2
COMMANDING OFFICERS . . . . .	2002	2-2
ELIGIBILITY . . . . .	2003	2-2
REPORTING FOR DUTY . . . . .	2004	2-2
CONTROL DATE . . . . .	2005	2-3
ASSIGNMENT . . . . .	2006	2-3
QUARTERS ALLOWANCE . . . . .	2007	2-3
INVOLUNTARY ASSIGNMENT . . . . .	2008	2-4
ACCEPTANCE OF QUARTERS . . . . .	2009	2-4
REASSIGNMENT . . . . .	2010	2-4
TERMINATION OF ASSIGNMENT . . . . .	2011	2-5
FINAL INSPECTION . . . . .	2012	2-7
DAMAGE TO QUARTERS . . . . .	2013	2-8
EVICTON FROM QUARTERS . . . . .	2014	2-8
ABANDONMENT OF QUARTERS . . . . .	2015	2-8
EXTENDED OCCUPANCY . . . . .	2016	2-9
CIVILIAN RENTAL . . . . .	2017	2-10
HOUSING REFERRAL . . . . .	2018	2-11

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## CHAPTER 2

### ASSIGNMENT AND TERMINATION

2000. GENERAL. The objective of the Family Housing Program is to ensure military personnel with dependents have adequate and economical housing. Reference (a) establishes Marine Corps policy and guidance to implement the Family Housing Program.

2001. INFORMATION. The Family Housing Manager will manage and supervise the assignment of personnel to housing units per Marine Corps directives. Personnel reporting aboard for less than 20 weeks of duty are normally not eligible for family quarters. However, when necessary to maintain a 99 percent utilization of public quarters, the Commanding General may make involuntary assignments, including assignments of personnel not normally entitled to quarters. Voluntary or involuntary assignments will normally not be made when the tour of duty is six months or less. Involuntary assignments will not normally be made when extreme hardship would result from such an assignment. Once assigned a set of government quarters, voluntary termination will not be authorized until quarters have been occupied for a period of six months. Military families may also sponsor foreign exchange students; however, the military sponsor must submit the proper documentation and obtain the necessary approval as stated in appendix E.

#### 2002. COMMANDING OFFICERS

1. Commanding Officers will ensure that personnel reporting for duty are aware of the contents of this Manual.
2. Commanding Officers will notify the Housing Office in writing when any of the conditions in paragraph 2011 of this Manual occurs.

2003. ELIGIBILITY. Family housing is designed for military personnel with eligible dependents residing with them. In cases of child custody, the member must show proof of custody for six consecutive months or more.

#### 2004. REPORTING FOR DUTY

1. Incoming military personnel are required to physically report to the Housing Office. This should be done as soon as possible after reporting for duty at the Combat Center and prior to making any commitment for Off-Base Housing.
2. Upon reporting to the Housing Office, military personnel will be advised of the availability of quarters through DD Form 1747 (Status of Housing Availability).

2005. CONTROL DATE. Control dates are used to determine a member's date of eligibility for assignment to government quarters. This date is normally based on the member's detachment date from the last permanent duty station or date the member acquired dependents, whichever is later. When housing is not immediately available, the applicant's name will be placed on the appropriate waiting list by their control date. The top 10 percent of the applicants on each waiting list or the top three, whichever is greater, shall be stabilized. This stabilized portion of each list is called the "freeze zone." Waiting lists will be maintained by bedroom composition and grade category, i.e. senior officers, field grade officers, company grade officers, staff noncommissioned officers, noncommissioned officers and junior enlisted. Reference (a) provides detailed information.


2006. ASSIGNMENT. Housing will normally be assigned to and occupied by the grades for which it was designed and constructed. A minimum of six months occupancy is required. When excess vacancies occur, quarters may be assigned to personnel not more than one grade senior or junior than the grade for which they are designated. Once assigned to adequate quarters, a resident will not, under normal circumstances, be reassigned to another set of quarters.

1. All quarters are considered adequate and will normally be assigned in the order of availability.

2. Personnel will be offered a house in the designated area according to their grade. There will be no choice of housing areas. The first available unit will be offered to an applicant. If the unit is rejected, the applicant's name will be removed from the waiting list and they will not be eligible for housing for one year.

3. When selected for promotion while on a waiting list and prior to assignment to housing, the member may become eligible for another type of quarters, or if a spouse becomes pregnant (medical proof is required). The applicant's original control date will apply as noted on the application.

a. A service member will be placed on the waiting list for quarters with the next highest number of bedrooms when the family is expecting a child within a six-month period from the estimated occupancy date.

 b. If there is no one on a waiting list when the respective quarters become available, the quarters will be offered to the next individual on the waiting list for one bedroom less.

4. Personnel with a dependent enrolled in the Exceptional Family Member Program (EFMP) will be assigned quarters as directed in reference (b).

2007. QUARTERS ALLOWANCE. The Basic Allowance for Housing (BAH) at the "with dependent" rate will be forfeited once assignment is made to housing.

1. Marine Corps Personnel. A Family Housing Voucher (NAVMC 111051 (4-79)) will be prepared by the Housing Office and run on the Housing Office unit diary for assignment and terminations of family housing. A certified copy of this voucher will be forwarded to the military member's personnel office.

2. Other Service Personnel. A Family Housing Voucher will be prepared and forwarded to the military member's Commanding Officer for appropriate entry into the respective unit diary. A certified copy will be returned by the command to the Housing Office.

2008. INVOLUNTARY ASSIGNMENT

1. Involuntary assignment will not normally be made when six months or less remain of the service member's current tour of duty, or where extreme hardship would result from such assignment. Hardship will be considered to exist when:

a. The individual has made temporary arrangements for private housing due to circumstances beyond the individual's control and would reasonably anticipate suffering financial loss through the breaking of the arrangements.

b. The family is of such size and composition that considerable personal inconveniences would result from assignment to available family housing.

c. The service member owns his own residence.

2. Personnel occupying private rental housing shall be afforded sufficient notice (normally 30 days) prior to the move into family housing to allow compliance with the provisions of their lease agreements, and to allow landlords advance notice of vacancy.

2009. ACCEPTANCE OF QUARTERS

1. When notified that a housing unit will be available for assignment, the applicant must notify the Housing Office of acceptance or rejection within 24 hours of the offer. Failure to do so will be construed as rejection.

2. Spouses with power of attorney or spouse authorization form may accept or reject a unit in place of the sponsor.

2010. REASSIGNMENT

1. Reassignment of housing for the convenience of the government may be made under the following conditions (this list is not inclusive):

a. When, due to circumstances necessitating major repair or renovation of a housing unit, and it is determined that a housing unit must be vacated in order to accomplish the necessary work. In such cases, the occupant will be relocated, at government expense.

b. When reduction in grade occurs, the member will notify the Housing Office within 30 days, to determine eligibility for occupying the housing to which assigned. If it is determined that the member is not eligible for those quarters, they will be required to vacate those quarters within 30 days, at no cost to the government.

c. When a military member is promoted from the Enlisted ranks to Officer ranks the move will be at government expense.

2. Voluntary reassignment of quarters may be authorized in the following situations:

a. Upon selection for promotion which makes the member eligible for another category of housing. Must have at least one-year occupancy of present residence.

b. When the number of eligible dependents has increased. When relocation is based on the resident's request, cost of the move will be borne by the resident. Upon acceptance of the new quarters, the resident will be given five calendar days to complete the move. If more than five days are needed to complete the move, a sundry charge may be assessed to defray expenses incurred in the transfer, including rent at BAH rate on the second unit.

c. Requests for relocation may be made only when a valid reason exists, such as promotion, change in family size and medical necessity, supported by authenticated medical history signed by the Commanding Officer, Naval Hospital, Twentynine Palms. After approval, the service member will be placed at the bottom of the appropriate waiting list. The control date will be the date of the AA Form approval by the Housing Office. Reassignment of quarters will not be approved unless there will be a minimum of nine months occupancy at the new quarters.

3. When a quarters-to-quarters move is approved, the first available set of quarters will be offered. The member has 24 hours to accept the unit. If the unit is turned down, their name will be removed from the waiting list for a period of one year. A resident with elementary school aged children may specify a housing area or areas that will permit their children to remain in the same school (as long as appropriate quarters are designated within the same school area).

#### 2011. TERMINATION OF ASSIGNMENT

1. Termination is the formal cessation of assignment to government quarters. Residents are required to give the Housing Office 60 days written advance notice of intent to vacate. Requests to vacate with less than 30 days notice may require a letter from the unit commander explaining the circumstances, i.e. short notice PCS. The Housing Office normally will give 30 days notice to a resident in the case of an eviction. Exceptions are at the direction of the Commanding General for cases exhibiting just cause.

2. Termination of assignment to family housing shall be made under the following conditions and as stated in reference (a):

a. On departure of the military sponsor due to PCS orders.

b. When there is a change in the resident's marital status, upon which an individual's eligibility rests, including divorce or legal separation, voluntary separation, or court order. Eligibility expires on the date of the voluntary separation, legal separation, legal divorce, or court order.

c. Upon the military sponsor's release from active duty or their retirement.

d. Upon the death of the military sponsor or qualifying dependents.

- e. The occupancy agreement with an absentee sponsor expires.
  - f. At the discretion of the Commanding General, when the military resident desires termination and submits the appropriate paperwork to the Housing Office.
  - g. When dependents leave the quarters for more than 90 days, except in cases of severe hardship. Documentation must be provided.
  - h. Illegal drug use by member, dependent, or guest, regardless of locale. Confirmed drug abuse will result in a 96-hour eviction notice.
    - (1) A military member who commits confirmed drug use (regardless of the location) will be afforded an opportunity to appear before the Combat Center Magistrate prior to termination of assigned quarters. The Magistrate hearing affords the military member a forum to explain why he/she should not be terminated from family housing. The military member must submit a written request to the office of the SJA via the military member's chain of command, and the Family Housing Officer within five working days from receipt of the notice to terminate. The military member's chain of command will include a statement as to whether the military member is currently awaiting disciplinary action based on confirmed drug abuse, (including any disciplinary action contemplated by the command). The written request will be made on a standard form letter provided by the Family Housing Office to the military member. The office of the SJA will respond to the military member by letter, via the military member's chain of command, the time, date, and location of the Magistrate hearing.
    - (2) A military member whose dependent or guest commits confirmed drug use will be afforded an opportunity to appear before the Combat Center Magistrate pursuant to reference (c) prior to termination of assignment to family housing. The Magistrate hearing affords the military member a forum to explain why he/she should not be terminated from family housing. The military member responsible for the assigned quarters must submit a written request to appear before the Magistrate to the Office of the Staff Judge Advocate (SJA) via the military member's chain of command, and the Family Housing Officer within five working days from receipt of notice to terminate. The written request will be made on a standard form letter provided by the Family Housing Office. The office of the SJA will respond to the military member by letter, via the military member's chain of command, indicating the time, date and location of the Magistrate hearing.
  - i. The resident, in an act of apparent abandonment as a voluntary action, ceases to reside in the government quarters.
  - j. For other just cause, as determined by the Commanding General.
3. The following areas of misconduct will result in residents being required to appear before the Combat Center Magistrate and may result in termination of assignment of government quarters in accordance with reference (c):
- a. Domestic disturbance/violence.
  - b. Unacceptable care or destruction of the assigned housing unit or related property by the assigned resident, their dependents, or their guests.

c. Residents unwilling to resolve problems, or who repeatedly disturb the peace and harmony of their respective neighborhood.

d. General misconduct of dependents or guests.

4. Voluntary termination may be approved if a member has at least six months occupancy in the residence. Members are advised that if they move out of Government quarters, they will not be eligible for reassignment for one year. All moves in this case will be at the member's expense.

5. Residents are required to set their pack-out dates with the Traffic Management Office (TMO) prior to scheduling termination inspection dates. TMO can require up to a 30-day advance notice when a resident will be moving out of family housing. For moves from off base to on base, the Housing Office will provide the newly assigned resident with a notice for TMO of the address they are being assigned so they can set up their move.

6. When a resident comes to the Housing Office for a checkout appointment, a date will be established for a pre-inspection of their quarters. The pre-inspection gives residents the opportunity to ask questions concerning preparation for the final inspection, and provides the Area Manager with an opportunity to gather details for turnover maintenance. During this inspection, the Area Manager will go over the cleaning checklist with the resident.

2012. Final Inspection. The final inspection of quarters occurs when the resident turns over possession of their assigned quarters to the Housing Office. It is imperative that quarters be ready for the Final Inspection on the date and time scheduled. Failure to pass the final inspection could delay departure from the Combat Center. If the second inspection is not passed, the quarters will be turned over to housing and the member will be charged for any cleaning that remains to be done. The quarters will also be checked for any occupant damage or abuse at this time. Restitution for any damage or cleaning must be made prior to residents' release from the quarters. Proper planning to include allowing plenty of time to do the work is vital to success. There are two types of final inspections, detailed below:

1. Resident Self-Clean. When a resident chooses to clean their quarters themselves, the final inspection includes a detailed inspection by an Area Manager. At this inspection, personal possessions are required to be removed, cleaning and maintenance completed, and the yard must be recently maintained (if required). The Housing Office will accept the quarters ONLY if it meets standards for cleanliness and repair. These standards will be provided to each resident at their checkout meeting in the Housing Office and again during any pre-inspections they schedule with their Area Manager. Final inspections for self-cleanings will be scheduled at least two working days prior to the date of detachment or EAS. The use of a stand-in for the vacating resident will be permitted only in the case of a valid emergency and must be approved by the Housing Manager. The stand-in must have a power of attorney.

2. Contractor Clean. The occupant may elect to hire a cleaner to clean the quarters. This is an arrangement strictly between the occupant and the cleaner. The government will not be involved in the transaction and the occupant is required to stand the final inspection and must be scheduled at least two working days prior to the date of detachment or EAS.

2013. Damage to Quarters. Damages beyond normal wear and tear are defined as damages that place a quarters in a condition worse than other components of the same age. This type of damage is usually detected during the pre-inspection and noted on the file copy of the inspection sheet for preliminary analysis in determining any charges that may be assessed to the resident. Any additional items are noted at the final inspection, and costs determined at that time. Voluntary reimbursement is expected for necessary repair or replacement as a result of resident caused damage or neglect. However, provisions are available for involuntary pay checkage, should the need arise.

2014. Eviction from Quarters. Residents are urged to realize the seriousness of eviction action and its impact on a military family. It is strongly urged that sponsors and dependents familiarize themselves with this Manual and strive to avoid circumstances that might result in eviction. Sponsors are responsible for their own actions and the actions of their families and guests.

2015. Abandonment of Quarters. When quarters have been abandoned and it is impossible to locate the assigned sponsor, the member's military unit will assume full responsibility for the housing unit and personal property left in the unit. When this occurs, the military unit will assign a representative who will schedule a pre-inspection and final inspection with the Housing Office. The unit representative will stand both inspections. The unit will contact TMO for assistance in the removal of personal items left in the quarters. The unit will be responsible for removing any trash in the quarters and assigned area. The Housing Office will assume responsibility when the unit passes the final inspection. A pay checkage for cleaning and any damages will be forwarded to the resident's military unit and or processed by the government for collection.

2016. Extended Occupancy. Extended occupancy of family housing may be allowed under the following circumstances:

1. Death of Member. Dependents will be permitted to remain in assigned quarters for up to 180 days following the member's death. A daily rental charge will not be assessed if it is determined that the member died in the line of duty. Otherwise, the dependents can remain up to 60 days and should pay a daily rental charge equal to 1/30 of BAH allowance, or the fair market rental value, whichever is less.

2. Death of a Qualifying Dependent. The service members should terminate occupancy within 60 days following the death of the dependent that qualified them for BAH at the "with dependent rate." The period of retention may be extended, via AA Form to the Commanding General through the chain of command.

3. Separation or Retirement. A member separating or retiring should terminate housing before the time of separation or retirement. However, extensions of occupancy of up to 60 days may be approved by the Housing Manager to relieve unexpected hardships, which occur after the member applies for separation, or retirement and when the conditions are beyond the member's control. An AA Form to the Commanding General via the chain of command shall be submitted requesting an extension beyond 60 days. Such requests will set forth the unusual circumstances that warrant consideration of the requested time frames. Upon approval, the resident will pay a daily rental fee based upon 1/30 the BAH rate they received when on active duty, or the fair market rate, whichever is less. Rent shall be paid in full and in advance.



4. Transition Assistance. Personnel who are involuntarily separated under honorable conditions may retain family housing for up to 90 days following their separation. The resident will pay a daily rental fee based upon 1/30 the BAH rate they received when on active duty, or the fair market rate, whichever is less. Rent money shall be paid in full and in advance.

5. Continued Occupancy/Retention of Quarters by Dependent of Absentee Sponsors. Dependents of absentee sponsors (sponsors serving on an unaccompanied dependents restricted overseas tour of duty) may retain quarters during the sponsor's absence, subject to the following:

a. Requests for retention under this policy shall be submitted to the Commanding General, Attn: Housing Manager, at least 30 days prior to detachment. An AA Form will be used for this purpose. Every command that forwards an AA Form requesting retention of quarters will be required to appoint a staff NCO or officer as a local command sponsor or point of contact for the family remaining in quarters. The command sponsor will be specifically named in the forwarding endorsement. Upon approval, the military member making the request will report to the Housing Office and execute a Military Sponsor's Agreement.

b. To be eligible for retention by dependents, the sponsor must have been assigned, in writing, to the quarters prior to the date of detachment from the Combat Center.

c. Personnel retaining family housing under this policy, and who are reassigned to the Combat Center upon completion of their restricted tour, may continue to occupy quarters upon their return.

d. Personnel retaining family housing under this policy but who are reassigned following their restricted tour to other activities, are required to clear quarters within 30 days after return to CONUS pursuant to PCS orders.

e. Sponsors whose families remain in housing under this policy are responsible for keeping the Housing Office informed of changes in status, which may affect the sponsor's continued eligibility for quarters or projected date of return from overseas. Sponsors who request and/or receive extensions of their overseas tours should inform the Housing Office. Authorization for continued occupancy in housing will be automatic in such cases.

f. At the discretion of the Commanding General, quarters occupied by dependents under this policy may be terminated when dependents are involved in misuse or illegal use of quarters, or other misconduct contrary to safety, health, morale, or when marital status changes to make dependents ineligible for occupancy of family quarters.

g. Service members are strongly encouraged to execute a power of attorney prior to their departure overseas in order to permit their dependent to act on their behalf during their absence in matters pertaining to housing and transportation entitlements. The Office of the Staff Judge Advocate provides this service.

6. Extended Absence from Quarters. Military sponsors are frequently sent to a school (Drill Instructor School, Recruiter School, etc.) which upon graduation, converts their orders to PCS Orders. If the sponsor wishes to retain the quarters for their dependents, an AA Form must be submitted requesting this retention. Normally, this request will be approved for retention of quarters not to exceed 30 days from the date of their

graduation. When sponsors are serving on TAD, deployment, or an unaccompanied tour, which causes them to reside away from assigned quarters, and dependents desire to absent themselves from quarters at the same time, the Commanding General may permit retention of quarters for periods not to exceed 90 days of non-occupancy. Absence from quarters beyond 90 days will be authorized only in cases of extreme hardship, for humanitarian reasons, or where medical reasons are verified. The case must be of such severity as to present a personal problem that is more severe than those normally encountered by military personnel and their families in the normal course of military service. Requests must be made via an AA Form for Marines, and a Special Request Authorization Form for Navy personnel.

7. Contingency Deployment Instruction. Appendix F provides detailed instructions for residents of family housing in time of contingency deployment of operating forces units.

2017. Civilian Rental Rates

1. At the discretion of the Commanding General, key and essential civilian personnel may be authorized assignment to housing.
2. Rental and utility charges for public quarters occupied by civilians are established per reference (a) and reference (d).
3. Rental and utility charges are payable on the first of the month and become delinquent on the 10th day of the same month.

2018. HOUSING REFERRAL

1. Reference (a) provides detailed instructions and outlines responsibilities applicable to all incoming personnel reporting for duty aboard the Combat Center. It further provides procedures the housing referral office utilizes in cases of disputes between landlord and military tenant. Existing instructions and individual PCS orders require military personnel to report to the housing referral office prior to entering into any agreement concerning civilian housing. For any contract entered through the Housing Referral Office, it is within the purview of the Housing Referral Office to mediate any disputes/differences between landlord and military attendant. In order to be of assistance in any mediation, it is essential that both landlord and tenant be personally contacted and the position of both parties heard and impartially evaluated.
2. Personnel reporting to the Combat Center, or who are residing in bachelor quarters, must report to the Housing Referral Office prior to making a rental commitment or purchasing a home in the civilian community.
3. Military residents will promptly report matters involving disputes or differences between their landlord and themselves, and request assistance from the Housing Referral Office.
4. Complaints originated by either tenants or landlords who are referred to military commands cannot be ignored. Commanding Officers should not attempt to resolve such matters, but will refer them to the Housing Referral Office for validation and subsequent investigation.
5. The Public Affairs Office shall ensure that listings of non-government housing for rent or sale are approved by the Housing Referral Office prior to acceptance for publication in the Observation Post.

6. It is important that military personnel and their dependents maintain exemplary behavior in conducting community rental business transactions, meeting obligations, safeguarding private property, and practicing good housekeeping habits. This facilitates positive community support in resolving housing problems in local rental properties.

7. Landlords listing properties with the Housing Referral Office are required to sign a form assuring the availability of their units to service members, regardless of race, color, sex, religion or national origin. A complete description of the property is also required, as well as specific rental policies. The adherence by both landlords and military personnel to the provisions of the rental/lease agreements is instrumental in promoting harmonious relationships between owners and occupants. The adherence of military personnel to the specific standards listed in the following paragraphs should serve as a stimulus to landlords to fully honor their part of contractual obligations and encourage them to make more properties available to military personnel.

#### 8. Standards

a. Military personnel and their dependents, while occupying local, non-government controlled rental housing are expected to abide by local laws and ordinances and the provisions of rental agreements and leases, which are binding contracts. They will extend the same respect toward local citizens and their property as would be required while living in government controlled housing. Failure to comply will negate the substantial gains already realized and the attainment of full community acceptance of military personnel and their families as tenants.

b. Close attention to the following guidelines will be helpful in maintaining good tenant and landlord relationships and will contribute to the continued enhancement of the image of military personnel and their dependents in local communities.

(1) Pay rent and other fees on or before the due date.

(2) Learn and abide by house rules.

(3) Read and understand terms of the rental agreement or lease, and abide by them.

(4) Give required notification prior to terminating occupancy.

NOTE: CALIFORNIA STATE LAW REQUIRES 30-DAY NOTICE IN WRITING.

(5) Conserve those utilities provided by the landlord.

(6) Maintain the interior and exterior of dwellings in a high state of cleanliness. If there is any doubt about the cleanliness of a unit you are considering for rent, resolve that doubt BEFORE you sign your rental agreement and move in.

(7) Exercise care of immediate grounds to the extent of cutting, trimming, and watering when such care is tenant's responsibility. (This should be stated in your rental agreement.)

(8) Avoid damage beyond reasonable wear and tear to private property. When damage does occur, however, make necessary repairs or pay assessments promptly.

(9) Notify the owner or manager promptly of needed repairs or problems.

(10) Leave the facilities in a neat and clean condition. This should be done even if it is not spelled out in the rental agreement.

(11) Exert proper control over children and pets. NOTE: If you sign an agreement that does not allow pets, do not attempt, at a later date, to have one without the landlord's written permission. This is a breach of contract and can result in the landlord issuing an eviction notice.

(12) Avoid disturbing your neighbors by late evening noise and loud parties.

(13) Unless permission is given in writing to do so, avoid any repair work to your car on your rental property.

(14) Be certain negotiations and policies discussed between you and your landlord/rental agent, and agreed to by both parties, be placed in writing and signed by both parties.

(15) Be certain that the Property Condition Report is completely filled out as directed by the Housing Referral Office. It is extremely important that the actual condition of your property is put in writing at the time of occupancy.

9. Resolution of Complaints. The nature of the resident/landlord relationship is such that a misunderstanding of a bonafide complaint will inevitably arise from time to time. Such complaints, whether originated by the resident or the landlord, should be referred to the Housing Referral Office for review and conciliatory action. The Housing Referral Office will act as an impartial mediator in an attempt to resolve the problem. If landlords are consistently in violation of their agreements with military personnel, the Housing Referral Office will not accept rental listings from that landlord. As necessary, the Housing Referral Office will refer complaints involving the requirements for military personnel to fulfill obligations (such as delinquent rental payments, unpaid charges for cleaning or damages in excess of deposits, misconduct or other serious charges) to the individual's commanding officer for assistance in mediation of the problem.

INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

CHAPTER 3

RESIDENT ADMINISTRATIVE INSTRUCTIONS

	PARAGRAPH	PAGE
OCCUPANT RESPONSIBILITIES . . . . .	3000	3-2
VISITORS/GUEST . . . . .	3001	3-2
FIRE REGULATIONS.. . . .	3002	3-2
EARTHQUAKE PREPAREDNESS . . . . .	3003	3-3
ALTERATIONS . . . . .	3004	3-3
ENTRY INSPECTIONS AND REPORTING ABSENCE FROM QUARTERS.	3005	3-3
EXPLOSIVES AND HARMFUL OBJECTS . . . . .	3006	3-4
DANGEROUS WEAPONS AND FIREARMS. . . . .	3007	3-4
PETS . . . . .	3008	3-5
SNAKES . . . . .	3009	3-7
UTILITIES AND ENERGY CONSERVATION . . . . .	3010	3-8
PEST CONTROL . . . . .	3011	3-8
COMMERCIAL ENTERPRISE, SOLICITING OR PEDDLING . . . .	3012	3-9
GARAGE SALES . . . . .	3013	3-10
PARKING AND MOTOR VEHICLES . . . . .	3014	3-10
RECREATIONAL VEHICLES/BOATS/TRAILER PARKING . . . .	3015	3-11
WATERBEDS . . . . .	3016	3-11
PROHIBITION OF PRE-PLANNED HOME BIRTHING . . . . .	3017	3-12

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## CHAPTER 3

### RESIDENT ADMINISTRATIVE INSTRUCTIONS

#### 3000. OCCUPANT RESPONSIBILITIES

1. General. The information contained herein is considered to be in the best interest of the Marine Corps and the residents of Family Housing. It is provided with the objective of attaining better community living conditions aboard the Combat Center. Family housing residents should remember that they have responsibilities to the Marine Corps, to their neighbors, and to the service member who will succeed them in the quarters. Residents must have pride in their home, shall take care of it as if it were their own, and be a "Prudent Homeowner." Quiet hours are from 2200 until 0800.

2. Information for residents of Vista Del Sol (801 Housing). Some of the regulations that pertain to residents of Family Housing aboard the Combat Center will not apply to the Vista Del Sol housing areas. The most important differences are listed for you in appendix G.

#### 3001. VISITORS/GUESTS (MILITARY AND/OR CIVILIAN)

1. Residents must register visitors who will exceed a 72-hour stay with the Housing Office. Guest registration forms may be obtained at the Housing Office.

2. Social visits by military service members and civilians may be approved by the Housing Manager for up to 30 days, providing the visitation will terminate at the end of the 30 day period. Contact the Housing Office for information when occasions to exceed 30 days arise.

3. Bachelor personnel assigned to the Combat Center are not permitted to occupy quarters as a guest in excess of 72 hours without prior approval of the Housing Office. They are not allowed to remain overnight when the military spouse is TAD.

4. Housing residents will notify the Combat Center Protocol Officer or the Command Duty Officer of any house guest who holds the rank of general/flag officer or their civilian equivalent, and provide the name, rank, branch of service, position, and length of stay of the guest.

5. Residents are responsible for the proper conduct of any guests.

6. Off Limits Areas. Condemned buildings, construction areas, the Golf Course, and outlying/training areas surrounding the various housing areas are off limits.

#### 3002. FIRE REGULATIONS

1. Residents must take every precaution to keep matches and lighters out of the hands of children. Oily rags, paints, and other flammables must be stored only in fireproof containers. No items may be stored in the heater closet. Residents must check their electrical appliances frequently to ensure that plugs and extension cords are in good condition. The capacity of Combat Center electrical circuits is limited; therefore, overloading circuits by the operation of too many appliances is not recommended.

a. If the thermal breakers protecting the units' electrical circuits repeatedly turn off, the resident is overloading a circuit or may have faulty equipment. If this happens, call the Maintenance Service Desk at 830-6528 so the system and equipment will be inspected for possible hazardous deficiencies.

b. Residents must not attempt to alter the electrical wiring in their quarters.

Residents should limit the use of extension cords to one three prong-type extension cord per receptacle.

2. No open burning of any kind is permitted aboard the Combat Center. Any accidental or careless fire, regardless of type, will be reported to the Combat Center Fire Department, extension 911, even if a resident extinguishes the fire.

3. Homes in the Family Housing areas have been equipped with one or two smoke detectors as unit size dictates and a carbon monoxide detector if required. These detectors are connected to the units' power supply and normally require no maintenance by the resident. Residents are required to check the detectors weekly to see if the power indicator lights are lit. If they are not lit, call the Maintenance Service Desk at 830-6528 for repair. If an alarm goes off for any reason, the resident must call the Fire Department at 911. Residents should not attempt to turn off alarms themselves. Refer to appendix H for helpful Fire Prevention Information.

### 3003. EARTHQUAKE PREPAREDNESS

1. California is earthquake country. Earthquakes strike suddenly, violently, and without warning. Identifying potential hazards ahead of time and advance planning can reduce the dangers of serious injury or loss of life from an earthquake.

2. Information about how to prepare for an earthquake, what to do in case of an earthquake, and what to do after an earthquake is included in Appendix I.

### 3004. ALTERATIONS

1. Residents are not authorized to alter any existing structures or initiate new construction without the approval of the Housing Office. Under no circumstances will garages be converted into living space. Before any self-help project is initiated, a written request must be submitted to the Housing Office Facilities Section. The request must provide the following type information: material to be used, location and a sketch with the dimensions. No work shall start without written approval, and the work will be inspected at 50% and 100% completion, which you will notify your Area Manager at 830-6611 to set up these inspections. Only approved alterations may be passed on to the next occupant. This must be done in writing prior to the final out inspection. Alterations that were not approved must be removed prior to the final out inspection and are not transferable. The occupant is liable for damages caused by any alteration.

### 3005. ENTRY INSPECTIONS AND REPORTING ABSENCE FROM UNIT.

1. In the best interest of residents and the Government, inspections may be made periodically by the Housing Manager or appointed representatives.

a. Such inspections are normally conducted to ensure the interior/exterior of units and yards are kept in good housekeeping standards and to determine what maintenance deficiencies may exist, or to determine whether hazardous, unsanitary, or unhealthy conditions exist. At a minimum, required maintenance inspections of each unit will be conducted annually.

b. Residents will be notified of the scheduled inspection date of their units. Cooperation is requested to allow such personnel to gain entry to your home when required so they may carry out their assigned duties. There are also occasions when maintenance may have to be accomplished in a unit. Normally, maintenance personnel will request permission to gain entrance. However, should a resident be absent when emergency conditions arise, your command will be notified if it becomes necessary to use the master key to gain entrance without a resident's permission to prevent possible damage to personal and Government property.

2. Absence From Quarters During Extended Leave or TAD. Residents leaving their assigned quarters temporarily vacant for three days or more must inform the Housing Office of the dates and the length of absence. Quarters may not be left unoccupied for more than three days without prior written approval of the command. When command approval is granted, the Housing Office will be provided the name, address and phone number of a responsible party, residing in base housing, during the occupant's absence. Under no circumstances are residents allowed to leave pets in the quarters while they are temporarily vacant for 24 hours or more. Residents may obtain an Absence from Quarters request from the Housing Office.

3006. EXPLOSIVES AND HARMFUL OBJECTS. Residents must ensure that their children are aware of the hazards inherent in handling strange objects found on the Combat Center. Residents should take the time to tell children that areas outside the housing perimeter are off limits. If they happen to find any type of explosive items they must not handle it and must call their parents immediately. Although this is not a common occurrence, there is always the possibility of finding some type of unexploded ordnance device. Local wind and weather conditions as well as inadvertent digging can uncover hazardous materials.

3007. DANGEROUS WEAPONS AND FIREARMS. Residents of family housing are subject to Federal, state, and county regulations pertaining to deadly weapons and firearms.

1. Deadly or dangerous weapons are defined as any object, which is capable of inflicting death or grievous bodily harm.

2. Firearms are defined as any weapon from which a shot is fired by explosive force.

3. Authority for Possession. Personnel residing in family housing desiring to retain privately owned firearms in their respective quarters must ensure that such weapons are registered with the Provost Marshal. A completed copy of such registration will be utilized as a permit for retention. Firearms so authorized within the quarters will be made inaccessible to children or disassembled to render them inoperative.



4. Discharging of Weapons. Articles such as rifles, pistols, shotguns, sling shots, starting pistols, bows and arrows, dart guns, BB guns, or any object which is capable of expelling a missile with sufficient force to inflict injury to any human or animal, will not be discharged within or near the housing areas.

5. Ammunition Storage. Storage of ammunition for hunting purposes, or other personal use, will be confined to secured storage areas, out of reach of children. Residents who use ammunition reloading equipment will notify the Combat Center Fire Department that such action is being taken and the location of such equipment. Residents will not store more than 10 pounds of smokeless powder and no more than two pounds of black powder in a residence at any given time.

3008. PETS. Ownership or possession of an animal or pet within the Combat Center shall be in accordance with this order and reference (e). Entitlement to government quarters does not imply entitlement to pets. Noisy, bad tempered, or untrained pets can become a burden in a close-knit community. Likewise, undisciplined pets can seriously damage or destroy the Government property entrusted to a resident's care. The following actions must be taken by all residents of government quarters:

1. Possession of pets is limited to one dog or one cat, or one of each per household.

a. Two dogs are allowed in some areas. Please check with the Housing Office prior to obtaining pets.

b. Note the following exception: DOGS ARE NOT ALLOWED IN CONDOR TERRACE.

c. It is recommended that cats be de-clawed in quarters where carpeting has been installed.

d. Fish in aquariums and small caged animals (birds, hamsters, and guinea pigs) are authorized

e. Domestic fowl, rabbits or exotic pets such as monkeys, skunks, snakes, desert tortoises, birds of prey, coyotes or livestock are NOT permitted. If you have questions dealing with pets that are not listed above you are required to check with the housing office prior to housing the pet in question.

2. Dogs and cats aboard the Combat Center, to include Vista Del Sol, are required to have collars or harnesses with tags indicating that rabies vaccination are current. Rabies shots may be obtained from the City of Twenty-nine Palms Animal Care and Control Department, 7086 Bullion Avenue 367-0157. Dogs and cats aboard the Combat Center are to be registered with the Family Housing Office within 14 days of moving your dog or cat on base. To register your animal you must provide proof of current rabies vaccination and two 3X5 photos of the animal, one front view and one side view. Direct all questions to the Customer Relations Specialist at 830-6611 X 111.

3. Proper care of pets includes providing adequate fresh water and food, health control (including control of fleas and ticks), and controlling female animals when they are in season so as not to create a nuisance. Residents must remember that pet areas will be cleaned of droppings daily.

4. Pets are not allowed to roam freely outside, to include cats. Pets will be under the control of the owner at all times. Pets will not be tied to or near clothesline poles, water hose faucets, gas meters, trees, carport, or patio posts. Pets are to be staked only in the back yard on a chain no longer than 10 feet and in such a position that the dog cannot reach a sidewalk or other common area.

5. Pets are prohibited from playgrounds, landscaped common areas, and unimproved dirt areas in housing areas. This is necessary because of the accumulation of feces in playgrounds and common areas. The only area for dogs in the Vista Del Sol housing complex is the patio. They will not be staked in the front or back yard.

6. Residents walking their pet are required to pick up any feces their pet deposits at any location along their walk. Residents are encouraged to use plastic garbage bags to pick up and carry their pet's waste to a garbage receptacle.

7. Dogs require a fence to confine the dog. The fence must be erected within 30 days of acceptance of quarters, or within 30 days of acquisition of the dog. Electrical fences are not authorized in any housing area. For fencing details, see section 3015 of this Manual.

8. Doghouses must be neatly constructed and painted.

9. Pit Bulls and Potential Dangerous Animals as defined below will not be allowed in Family Housing areas under any circumstances.

a. Pit Bulls. Defined as any mixed breed of dog, which contains, as an element of breeding, either a Staffordshire Bull Terrier or American Staffordshire Terrier, or identifiable as partially one of these breeds. Technical deficiencies in a dog's confirmation will not prevent it from being considered a Pit Bull. The base veterinarian will make final determination of a dog's breed.

b. Potentially Dangerous Animal. Defined as any animal that the base veterinarian determines may present an unreasonable risk to the health and safety of those residing aboard the Combat Center. This determination can be made at the point of pet registration and can be based upon such things as:

(1) An unusually aggressive or threatening character

(2) Substantiated history of demonstrating aggressive or threatening character.

(3) Pit Bull or any variation as defined above.

11. Since the number of pets is limited, it is necessary that litters of puppies and kittens be reduced accordingly by the age of three months.

12. Prior to vacating quarters, lawn areas damaged by pets must be restored. Proof that the occupant has taken action to ensure their quarters are free of fleas or ticks must be provided at the final inspection.

13. Owners will be directed to remove pets from the Combat Center if the pet becomes a nuisance. Furthermore, such violators will forfeit future privileges of having pets aboard the Combat Center. Pets will be considered a nuisance when they become offensive to the senses or sensibilities of other people, or when a second valid complaint has been registered with the Housing Office or the Provost Marshal for any combination of the following actions:

- a. Generating offensive odors.
- b. Creating excessive noise or barking.
- c. Depositing fecal matter on the premises of other persons.
- d. Damaging shrubbery or flowers.
- e. Sick animals (ticks, etc.) that are not being treated.
- f. Repeated reports of pets straying loose.

14. Biting. Any pet that bites a person whether provoked or not, will be quarantined for a 10 day period. At the end of the 10 day period, the animal will be removed from the Combat Center and the owner will forfeit all privileges of having pets aboard the Combat Center.

15. Loose Animals. Loose animals picked up by the Game Warden will be taken off Base to the animal shelter. Animals not claimed within three days will be put up for adoption. Residents reclaiming pets will be required to pay applicable fees. If a pet is captured while running loose a second time, the owner will lose their pet privileges.

16. Brown-Dog Tick. Inspect your dog frequently to ensure they are not carrying the tick. If you find a tick on your dog, do not let them in the house until they have been de-ticked/deloused and there is no further evidence of a tick problem.

### 3009. Desert Wildlife

#### 1. Snakes

a. The snakes around housing play a vital role in reducing the rodent population.

b. There are several ways residents can minimize attracting snakes within the housing areas. If food or food droppings are left in the yard or dog/cat food is left outside, this will attract rodents who, in turn, attract the snakes.

c. Cutting lawns on a weekly basis is a must, as rodents feed on grass seeds. By stopping the rodent's food supply, you will reduce the snake population in your area.

d. When a snake is sighted, residents should immediately contact the Provost Marshal's Office, at 830-6800, for removal of a snake. If at all possible, snake sightings should be reported instead of killing the snake. Steps will then be taken to relocate the snake to a safe area.

2. Wildlife. The feeding of the wildlife, such as coyotes and desert tortoises, is prohibited.

### 3010. UTILITIES AND ENERGY CONSERVATION

1. The conservation of utilities is a paramount interest and concern to Housing Management both from a financial and natural resource standpoint. Living in a desert environment makes the conservation of our resources essential. The goal at the Combat Center is to ensure that the essential utility needs of residents are provided without waste. To accomplish this, the Housing Office must have the help and cooperation of the residents of family housing. Excessive use of utilities and energy could result in a citation being issued.

#### 2. WATER CONSERVATION

a. Residents must adhere to scheduled watering hours, and otherwise reduce water waste. Over half of the water consumed aboard the Combat Center is used to water lawns and plants. Excessive use is irresponsible and must be avoided.

b. Portable Spas and Jacuzzis. The installation of this type of equipment is not in keeping with current energy conservation programs. This equipment may not be installed or used in family housing.

#### 3. ELECTRICITY

a. Lights should be turned off when not in use. Exterior lights left on in the daytime could result in a citation for abuse.

b. Outdoor decorations for the Christmas Holidays may be put up no earlier than the weekend after Thanksgiving. Outdoor decorations will not be allowed on the roof, second story eaves or attached to the stucco of any government quarters. Christmas lights may be turned on no earlier than 6 p.m. and must be turned off no later than 10 p.m. daily. Outdoor decorations and lights must be removed no later than the second weekend in January.

### 3011. PEST CONTROL

1. General. Pest control is the prevention, destruction, repellant, or mitigation of an unwanted organism encountered in housing areas. Sanitation, a form of mechanical control, is the most effective means for controlling many household pests. Measures relying on pesticides alone are the most expensive type of control and have the poorest chance of achieving success. Without good sanitation, all other pest control measures are less effective. Housing units are sprayed inside and out prior to a new resident moving in. Since proper sanitation practices constitute 98 percent of pest control, there will be a service charge for spraying units that have become roach infested as a result of resident's failure to maintain proper sanitary conditions.

To prevent and/or control pest infestation, the following actions are recommended:

- a. Clean stoves thoroughly after cooking. Roaches feed on grease and food scraps.
  - b. Do not leave dirty dishes in sink overnight; wash them each evening.
  - c. Store food either in closed containers or in the refrigerator.
  - d. Rinse cans and bottles before putting them away for recycling. Collecting dirty cans and bottles is an invitation for roaches and ants.
  - e. Place garbage outside each day in a trashcan with a tight fitting lid.
  - f. The interior of quarters shall be clean and sanitary at all times.
2. Residents are responsible for pest control. Residents should take appropriate measures to inhibit the proliferation of pests. Pest control services and advice may be obtained by calling your Area Manager at 830-6611.

3012. COMMERCIAL ENTERPRISE, SOLICITING OR PEDDLING

1. Reference (f) provides details about the conduct of commercial enterprises by a military sponsor or dependents in family housing.
2. Commercial enterprises conducted aboard the Combat Center must be approved by the Staff Judge Advocate. Those enterprises that are considered appropriate are those that provide goods and services not otherwise readily available, or activities oriented towards fundraising for civic organizations.
3. Some specific examples of prohibited activities include:
  - a. Taking in washing and ironing.
  - b. Car repair work.
  - c. Painting.
  - d. Operating a kennel, or breeding pets.
  - e. Manufacturing jewelry.
  - f. Conducting regularly scheduled training sessions.
  - g. TV and radio repair.
4. Questions concerning commercial enterprises may be directed to the Housing Office or SJA. Anyone who desires to conduct any type of operation that could be construed to be a commercial activity must submit an Administrative Action (AA) Form to Family Housing, via SJA, requesting permission. This AA Form must fully explain all aspects and functions of the operation.

5. Family home day care is defined as day care provided for six or less children on a regular basis for more than ten hours a week in a home other than the child's primary residence. Residents who wish to operate a family home day care must apply for certification through the Family Child Care Coordinator. Compliance with reference (g) is mandatory prior to operating a family home day care. For information, residents should contact the coordinator at 830-3227 ext.232.

6. Residents who wish to perform babysitting services, or care for children of other families on an irregular basis for less than 10 hours a week are required to attend the proper training course.

7. Residents may engage in businesses of the "house party" type where soliciting is normally done in the home of the client and no inventories other than samples are maintained at the home of the solicitor. The solicitor will be required to meet the present requirements for certification by SJA.

8. Peddling and/or "Soliciting" on the Combat Center, including house-to-house, either in person or by telephone, is prohibited except as addressed in reference (f).

9. The customary and authorized method of solicitation for individuals and firms will be through the United States Mail. If an individual replies to a communication, the matter becomes a proper private business transaction. Posting of flyers is not authorized.

10. Any person, while conducting private business not in the acknowledged interest of the Government:

- a. Shall not enter or visit the Combat Center Housing areas.
- b. Shall not canvas or solicit.
- c. Shall not place flyers on mailboxes or doors.

11. A person discovering a dealer, tradesman, peddler, or agent in the act of transacting business without a proper identification card will report his presence to the Provost Marshall or the nearest military policeman.

3013. GARAGE SALES. Garage sales have become a very popular way of disposing of items no longer needed. Signs advertising garage sales may be put up one week prior to a sale. Signs must be removed no later than 24 hours after the conclusion of sale. No signs will be placed on Del Valle Road. At no time will signs be placed on U. S. Postal Service mailboxes or on housing area markers.

#### 3014. PARKING AND MOTOR VEHICLES

##### 1. General

a. Personnel will observe all traffic regulations, including the posted speed limits in housing areas. Residents must be sensitive to the potential hazard of small children running into the street as they travel in family housing areas. Parking is not permitted off paved surfaces.

b. In the interest of operator safety, operators of motorcycles and mopeds will wear helmets, face shields or goggles and a reflective vest.

2. Vehicle Repair. Major repairs of vehicles are prohibited in housing areas. Draining of any liquid, oil, anti-freeze etc., is prohibited in the housing area. Major repairs may be done at the Combat Center Auto Skills Center. Listed below are items that are considered minor repairs and may be accomplished in housing areas:

a. Changing spark plugs.

b. Changing points.

c. Washing and waxing cars. The hose is not to be left running while washing the car. Do not wash cars on lawn areas.

d. Changing a flat tire.

3. Used batteries should be returned to the place where new batteries were purchased.

4. The collection of auto parts and parking of inoperative vehicles for more than 72 hours is not permitted in housing areas. Vehicles must have a current base sticker and current state license plates. Inoperative, unregistered vehicles are prohibited in the housing area.

#### 3015. RECREATIONAL VEHICLES/BOATS/TRAILER PARKING

1. Under no circumstances will recreational vehicles be hooked up to the water and electric utilities coming from a residence.

2. Residents of family housing are only permitted to park trailers or recreational vehicles adjacent to their quarters prior to departing on and upon returning from a trip. Vehicles of this type may only be parked for a period of not more than 24 hours. A recreational vehicle can be parked in a garage or carport, provided either the garage door can be closed or the vehicle does not protrude beyond the eaves line of the carport. Recreational vehicles other than motor homes used in daily commuting to and from work will not be parked in the housing area except as noted above. Parking of vehicles larger than a standard van on Smoketree in Joshua Heights and throughout all of Adobe Flats is prohibited.

3. Residents of Combat Center Family Housing may arrange to park their boat, recreational vehicle, or trailer in the Marine Corps Community Services Trailer Lot. This lot is a fenced, locked area. Residents can register their equipment, obtain a specified parking spot, and execute a "Hold Harmless Agreement."

3016. WATERBEDS. Waterbeds are not permitted in housing areas. Written permission from the Housing Office must be obtained prior to setting up a waterbed. It is recommended that residents with waterbeds carry renters insurance to provide protection from costly repair bills caused by a leaky waterbed.

3017. PROHIBITION OF PRE-PLANNED HOME BIRTHING IN GOVERNMENT QUARTERS. Home birthing in government quarters is against sound medical practice because no medical support or equipment could be made available away from the hospital. Accordingly, "pre-planned" home birthing is prohibited in Government quarters.



# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## CHAPTER 4

### COMPONENTS

	<u>PARAGRAPH</u>	<u>PAGE</u>
GENERAL . . . . .	4000	4-3
MILITARY SPONSORS' RESPONSIBILITIES . . .	4001	4-3
KEYS . . . . .	4002	4-4
MAINTENANCE . . . . .	4003	4-4
SERVICE CALLS . . . . .	4004	4-5
SELF HELP . . . . .	4005	4-5
PAY AND GO CLEANING PROGRAM . . . . .	4006	4-6
ELECTRICAL SERVICE . . . . .	4007	4-7
TELEPHONE SERVICE . . . . .	4008	4-7
CABLE TV/SATELLITE DISHES/TV & CB . . . . ANTENNAS	4009	4-7
GARBAGE AND TRASH COLLECTION . . . . .	4010	4-8
RECYCLE PROGRAM . . . . .	4011	4-9
LAUNDRY FACILITIES . . . . .	4012	4-9
OPERATION AND CARE OF GAS COOKING . . . . . RANGES	4013	4-10
REFRIGERATORS . . . . .	4014	4-10
DISHWASHERS . . . . .	4015	4-10
HEATING AND COOLING SYSTEMS . . . . .	4016	4-11
PORTABLE HEATING DEVICES . . . . .	4017	4-11
GARBAGE DISPOSALS . . . . .	4018	4-11
HOT WATER HEATERS . . . . .	4019	4-12
BATHROOM EXHAUST FANS . . . . .	4020	4-12
SLIDING GLASS DOORS . . . . .	4021	4-12
BLINDS/SCREENS/SCREEN DOORS/WINDOWS . . . .	4022	4-12
SHELF PAPER . . . . .	4023	4-12

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

	<u>PARAGRAPH</u>	<u>PAGE</u>
WALL TO WALL CARPETING . . . . .	4024	4-12
TILE/VINYL FLOORS . . . . .	4025	4-13
CLEANING KITCHEN CABINETS . . . . .	4026	4-13
SHOWER/TUB ENCLOSURES . . . . .	4027	4-13
GARAGE, CARPORT AND STORAGE AREA . . . . .	4028	4-13
STORAGE . . . . .	4029	4-14
EXTERIOR OF UNIT . . . . .	4030	4-14
FENCES IN FAMILY HOUSING . . . . .	4031	4-14
PLAY AREAS . . . . .	4032	4-15
CHILDRENS WADING/SWIMMING POOLS . . . . .	4033	4-16
TRAMPOLINES . . . . .	4034	4-16
YARD CARE AND CLEANLINESS . . . . .	4035	4-16
LANDSCAPING AND TREES . . . . .	4036	4-17
HOLIDAY DECORATION . . . . .	4037	4-18

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## CHAPTER 4

### COMPONENTS

4000. General. The information contained herein is considered to be in the best interest of the Marine Corps and the residents of Family Housing. It is provided with the objective of attaining better community living conditions aboard the Combat Center. Family Housing residents should remember that they have responsibilities to the Marine Corps, to their neighbors, and to the service member who will succeed them in the quarters. Residents must have pride in their home, should take care of it as if it were their own, and be a "Prudent Homeowner". The quiet hours are from 2200 until 0800.

#### 4001. MILITARY SPONSORS' RESPONSIBILITIES

1. Military sponsors are fully accountable for their actions as well as the actions of dependents, guests, and pets. Failure to comply with Combat Center policies and regulations may be grounds for administrative action and/or removal from government quarters.

a. The sponsor's accountability extends to military members serving unaccompanied overseas tours and whose families retain housing aboard the Combat Center

b. The point of contact for a dependent spouse of an overseas service member is the command sponsor appointed by the unit of the military member prior to detachment from the Combat Center.

c. Parents are responsible for the actions and proper discipline of their children. Children under the age of ten may not be left alone in any quarters. Children between the age of ten and eleven may be left alone in quarters, but not overnight. Children twelve and older may be left alone in quarters or may care for younger children, provided they are able to assume the responsibility. If an unattended child is discovered, the Provost Marshal's Office will be notified, the child/children will be taken into custody and the sponsoring parent will be cited. This does not relieve parents of the basic responsibility for the actions of their children. Reference (h) applies.

2. Residents shall be held personally liable for loss of or damage to government property caused by their pets, children, or guests arising from willful or malicious acts or negligence as well as accidental damage, ordinary wear and tear excepted.

3. Residents of family quarters should have a planned exit in the event of fire or other disaster type occurrence. Residents are cautioned to never leave the quarters with anything cooking on the stove.

4. The Government does not insure resident's personal property. In order to protect personal property and investments, residents of family housing are strongly urged to obtain renter's insurance coverage for their personal property. This insurance is relatively inexpensive and may be obtained from most insurance agencies.

5. Family housing is for the use of military personnel, their bonafide dependents, and those individuals authorized to reside with them. Unauthorized personnel within the housing areas present a threat to the good order and discipline desired by this command.

a. The Area Manager will monitor offenses of officially recorded misconduct resulting in a Provost Marshal incident report or a written complaint filed with the Housing Office.

b. The Area Managers assigned to the various housing areas will monitor the condition of units and yards within those areas. When necessary, housing citations will be issued to residents who are not in compliance with this Order. Information specific to citations of residents by Area Managers is provided in Appendix D.

4002. KEYS

Two sets of keys are provided to each unit of family housing. Loss of a key should be reported immediately to the Housing Office. Residents locking themselves out of their house should contact the Housing Office at 830-6611 from 0730 to 1600. Residents can call toll free (1) 866-358-9502 from 1600 to 0730 Monday through Friday 24 hours a day on weekends and holidays. If this service is abused, the resident will be required to pay a \$25.00 service charge for lockouts.

4003. Maintenance. Residents will keep their assigned quarters and accompanying yard in a condition, which continuously presents a creditable appearance and promotes the long life of the unit and government property contained therein. Residents will perform routine recurring housekeeping tasks normally performed by a homeowner. Appendix J contains helpful hints for maintenance and cleaning. Such tasks can be categorized as but not limited to:

- a. Cleaning interior and exterior surfaces of windows and window tracks.
- b. Cleaning carports, garages, porches, steps, walks, and driveways.
- c. Cleaning interior walls and woodwork.
- d. Cleaning appliances.
- e. Cleaning floors and carpets.
- f. Cleaning light fixtures and blinds, sinks, tubs, toilets, trashcans, and similar household equipment.
- g. Replacing light bulbs.
- h. Providing care of surrounding grounds, including (but not limited to) cutting, weeding, edging, trimming, raking, and watering of lawns, bushes and flower beds. Desert landscaped yards will be kept weed free and raked.
- i. Pest control is the occupants responsibility, however, assistance may be available when all other remedies have been exhausted.

4004. SERVICE CALLS

1. Residents requiring maintenance should call the Maintenance Service Desk at 830-6528 from 0800 to 1800. Emergency type work requests will be responded to by calling the toll free number (1) 866-358-9502 on weekends and nights from 1800 to 0800 Monday through Friday, 24 hours a day on weekends and holidays. An adult, 18 years of age or older, must be present while maintenance personnel are in the quarters.

2. Residents having a complaint on the service provided in connection with maintenance work should contact the Housing Office. In person or written complaints are preferred, however, telephone complaints will be taken by calling 830-6611, X121.

3. The Housing Maintenance Contractor is required to notify the Housing Office if they suspect occupant damage when they are called out on a service call. If a resident caused a problem, charges will be assessed. In those instances of charges, the Housing Office will notify the resident. Cost will be assessed based on set charges for repairs. Examples of resident caused damages are: foreign objects in garbage disposal or toilets; burns on counter tops, carpeting, tile, etc.; door damaged by residents or pets; carpets damaged by pets; windows broken by resident or dependents. Before residents contact Housing Maintenance for repairs, they should endeavor to ensure maintenance is really required. For example, if a light fails to go on, make sure it is not just a burnt out bulb. If the garbage disposal will not operate or makes a loud noise, the resident should turn off the switch, check for foreign objects in the disposal and remove them, press the reset button underneath motor, then turn the switch back on.

4. Citations. Failure to properly comply with the instructions provided in this orfder may result in the issuance of a citation from the Housing Office to the resident. More information can be found in Appendix D of this Manual. Appendix C is a example of the citation form.

4005. SELF-HELP

1. The Self-Help store is located in Marine Palms on Gold Drive, building 193. The Self-Help phone number is 830-5654. Contact Self-Help for information on their hours.

2. The projects listed herein are suggested as suitable projects/repairs for residents to perform. Residents are not to be limited by the list and are encouraged to submit additional ideas to the Housing Manager. Some recognized self-help projects are as follows:

a. Adjustments to hardware, such as hinges, doors, windows, and other attachments and fixtures.

b. Freeing of plumbing stoppages by the use of hand plungers.

c. Lawn care, to include the spreading of fertilizer, trimming of shrubs, and the planting of grass seed, flowers, and bushes.

d. Replacement of incandescent light bulbs and 4-foot fluorescent tubes and the resetting of breakers.

e. Replacement of ice cube trays and sink stoppers.

3. There are many items available for checkout from Self-Help. Contact Self-Help for a current list of available equipment.
4. Occupants are prohibited from being on the roofs of any quarters.

4006. PAY AND GO CLEANING PROGRAM (PAG)

1. Reference (a) stipulates that the condition of government quarters and government property within is the responsibility of the resident during the period of occupancy. The period of occupancy is defined as the period of time from the date the resident accepts the keys to government quarters until the date those keys are finally relinquished to and accepted by the Housing Office. Restitution for damage to government quarters or property must be resolved by the resident prior to the end of occupancy.
2. Residents may accomplish the cleaning of government quarters required to vacate, or they may employ commercial cleaners. Any arrangement for commercial cleaning is a private business contract made between the resident and the vendor. Residents may engage the services of a commercial cleaner who is not certified under the Pay and Go Program. However, commercial cleaners not certified under this Manual are not authorized to conduct the final checkout inspection without the presence of the resident.

The PAG program enables a resident to select a commercial cleaner from a list of certified cleaners or cleaning services, who are authorized by Family Housing to complete final cleaning and to accomplish the final check-out inspection without the resident being required to be present.

3. The sponsor's BAH entitlement is effective the date they depart the duty station and will be credited at the sponsor's gaining Command. A sponsor electing to use PAG will be entitled to BAH at 2359 the day of their successful final inspection.

4. Residents who wish to use the PAG must:

- a. Schedule and complete a preliminary quarters inspection at the time their notice of intent to vacate government quarters is given. This preliminary inspection will assess the general condition of the quarters and provide guidance to the resident on the steps necessary to complete the quarters checkout and to reestablish allowances.

- b. The Final Inspection should be set up at least 30-days prior to departure. At that time, the resident and the cleaner will be present at the Housing Office with the Cleaning Contract signed by the cleaner, and witnessed by a Housing Representative; Housing will retain a copy of the contract. It is recommended that the resident not make the payment for the contract to the cleaner until the final inspection, and that the payment be in the form of a cashier check or money order. The resident is responsible for the quarters until the quarter has been successfully turned over to the contract cleaner at the final inspection, regardless if payment was made prior to the final inspection. At the resident's final inspection, the quarters must be vacant, all personal/non-government property removed and the quarters must have been broom cleaned, at a minimum.

4007. ELECTRICAL SERVICE

1. General. Electrical power coming into the house passes through a circuit-breaker box before connection to any electrical receptacle. Area Managers will ensure that residents know where their circuit-breaker box is located. Residents should ensure that the circuit breaker door is closed properly. Questions about electrical service should be addressed to your Area Manager at 830-6611.

2. Electrical Service Interruptions. When Combat Center electric lines become overloaded, possibly due to excessive use of appliances, etc., the electricity may "kick" off. If this happens, except during a scheduled power outage or storm condition, trip the circuit breaker in the panel box to re-energize the line. When electricity seems to be shorting out or there are any other circumstances that appear hazardous, contact the Maintenance Service Desk at 830-6528 immediately. Residents are cautioned not to overload lines with excessive household appliances. Utilization of long extension cords, with multiple receptacle plugs, is a fire hazard and should be avoided.

4008. TELEPHONE SERVICE. Telephone service may be obtained through the local Telephone Company. Installation of additional and or the relocation of phone outlets must have prior approval from your Area Manager. The cost for the above work will be at the resident's expense. Residents are not required to pay the monthly internal maintenance service fee charged by most telephone companies. The Housing Office is responsible for maintaining wires inside the home. Exterior lines are the responsibility of the local Telephone Company.

4009. CABLE TV/SATELLITE DISHES/TV AND CB ANTENNAS. Cable TV is available to residents by a commercial firm. Contact the local Cable Company for information, installation, and payment. A written request must be submitted to Family Housing, Facilities Section prior to installation of small satellite dishes. They will not be attached to the housing unit. Forms for installation of satellite dishes are available at the Housing Office. The installation of CB, TV and HAM radio antennas in housing areas is prohibited.

4010. GARBAGE AND TRASH COLLECTION.

1. Refuse and recycling collection are scheduled for specific days.

<u>Housing Area</u>	<u>Mon</u>	<u>Tue</u>	<u>Wed</u>	<u>Thu</u>	<u>Fri</u>
<u>Adobe Flats</u>		<u>X</u>			
<u>Condor Terrace</u>			<u>X</u>		
<u>Desert View Terrace</u>			<u>X</u>		
<u>Fairway Heights</u>					<u>X</u>
<u>Joshua Heights</u>			<u>X</u>		
<u>Marine Palms</u>			<u>X</u>		
<u>Mobile Home Park</u>					
<u>Ocotillo Heights</u>				<u>X</u>	<u>X</u>
<u>Shadow Mountain</u>			<u>X</u>		
<u>Sunflower Terrace</u>			<u>X</u>		
<u>Vista Del Sol (801)</u>	<u>X(1)</u>		<u>X(1)</u>		<u>X(1)</u>
<b><u>Trash and Recycle</u></b> <u>X</u>					
<b><u>Trash Only</u></b> <u>T</u>					
<b><u>Recycle Only</u></b> <u>R</u>					
<b><u>X(1) 801 Recycle every other Fri</u></b>					

2. If the normal collection day falls on a holiday, collection will usually be made on the following day. Trash containers should be put out for collection by 0700 on the day of collection and removed by 1800 of the same day. Reports of non-collection or any questions may be directed to your Area Manager at 830-6611.

3. Each unit is issued one 64-gallon trash container. Residents should maintain their trash container in a clean and sanitary condition and frequently spray the container with insecticide or scour with disinfectant. Residents are cautioned to keep the lid closed on their trash container.

4. To ensure an orderly and timely pickup, residents should comply with the following procedures:

a. Place garbage container and additional boxes, bags, and bulky articles within five feet of the street curb.

b. Tie tree and shrub trimmings in small, manageable bundles no greater than four feet in length. Christmas trees placed within five feet of the street curb will be picked up during a specified period following the holiday.

c. Use additional boxes or plastic bags if necessary for items other than garbage. Sealed heavy-duty plastic bags may be used for leaves, dry grass, or trash. Under no conditions will paper bags be used for trash bags.



5. Garbage refuse and trash for collection and disposal may include residential type kitchen waste, paper, rags, cloth, cans, bottles, boxes and cartons (flattened), crates, worn out household articles, and other material discarded by the residents. Bulky and weighty materials including, but not limited to, sofas, bedsprings, mattresses, freezers, refrigerators, concrete blocks, lumber, and pipe will be removed with the regularly scheduled weekly pickup. Materials such as acids, oil, flammable liquids, explosives, tires, automobile batteries, and dead animals will not be included. The occupant is responsible for properly disposing of these items. Recycling information can be found in appendix K.

6. Do not park vehicles in front of trash containers on pick up days.

#### 4011. RECYCLING PROGRAM

1. The Combat Center Redemption Center is located in Building 1059T1. Hours of operation: Monday through Friday, 0900 to 1700, and Saturday, 0800 to 1600.

2. The Combat Center Redemption Center will pay cash for items labeled California Redemption Value. For details and current prices call 830-4896.

3. In an effort to make the Combat Center Curbside Recycling Program more efficient and convenient, a container has been provided to each resident of family housing. The recycling container is government property and must remain with the quarters when the resident vacates. The container is the responsibility of the occupant. In case of loss, damage or theft, the occupant will be required to reimburse the government. Current replacement cost is \$25.00 per container. Containers can be purchased at the Recycling Center, Building 1059.

4. Information specific to recycling aboard the Combat Center is provided in appendix K.

#### 4012. LAUNDRY FACILITIES

1. Washing Machines and Clothes Dryers. Connections are provided in all quarters for installation of washing machines and electric or gas dryers. To ensure proper operation and minimize fire hazards, gas dryers should be installed, connected, and serviced by a certified serviceman. Connecting and servicing of gas dryers cannot and will not be accomplished by the Government.

2. Clotheslines. Clotheslines have been provided in some housing areas. In some cases, residents may have to share clotheslines with their neighbor. In no case will residents attach lines to existing structures or trees, move present lines, or install permanent poles.

4013. OPERATION AND CARE OF GAS COOKING RANGES

1. Top Burner Care. In order to have proper heat distribution over the complete burner head, residents should keep burner parts clean. Top burner grates, cook tops, and burners are easily lifted out from the stove for convenient cleaning. Residents must not drop or hit grates, as the grates will break. Residents must ensure that burners are thoroughly dry before replacing them after cleaning. Residents must not use oven cleaner on the outside surface of the oven or allow it to get on the floor, as it will permanently stain. To avoid incurring damage charges, use caution with cleaning products on aluminum or glass parts of the stove.

2. Residents are not authorized to replace government owned cooking stoves with personally owned stoves.

4014. REFRIGERATORS

1. Cleaning. Residents should clean the interior of their refrigerator thoroughly at least once a month. While the refrigerator helps slow down food decay, it is NOT a germ-free environment. Periodic refrigerator cleaning increases the life of food and keeps families healthy. The refrigerator and the freezer compartment should be cleaned with a warm water and mild soap solution. Surfaces should be rinsed thoroughly with plain water and wiped dry. Residents should also use this method to clean door gaskets, thin plastic inner walls, interior door surfaces, butter compartments, and vegetable bins.

2. Grills and Coils. Refrigerator grills and coils must be kept clean in order for refrigerators to operate efficiently. Residents should check the bottom grillwork on the refrigerator periodically for lint accumulation. Lint can be removed with a brush or a vacuum cleaner. Keeping the refrigerator free of lint accumulation is especially important with self-defrosting refrigerators.

3. Residents are not authorized to replace government-owned refrigerators with personally owned refrigerators. The Government-furnished refrigerators will not be stored or operated in garages.

4. Due to extreme heat and poor ventilation in garages, it is recommended that you not store/operate a personally owned refrigerator or freezer in the garage.

4015. DISHWASHERS. Housing units are equipped with automatic dishwashers. Dishwashers provide an added convenience to the resident. The following instructions should be followed:

1. Scrape and rinse dishes prior to loading them in the dishwasher.
2. Read and follow instructions listed on inside of dishwasher door.
3. Prior to starting the dishwasher, clear the garbage disposal unit.

4. Do not turn garbage disposal unit on while the dishwasher is on.
5. To conserve utilities, wash full loads only.
6. Use only automatic dishwasher detergent in the dishwasher. Regular dish or laundry soap will cause damage to the dishwasher and fail to properly clean dishes.
7. Periodically, rinse the interior of dishwasher with white vinegar. This will cleanse and sanitize the dishwasher.

4016. HEATING AND COOLING SYSTEMS. Residents will be charged for damage to thermostats caused by tampering or abuse and damage caused to a/c units when filters are not cleaned/changed. Charges are based on replacement and repair costs.

4017. PORTABLE HEATING DEVICES. The use of portable heating units in family housing is restricted. Temporary use during emergencies only, and then only upon inspection and approval of a housing representative. Authorization for temporary use of portable heating equipment shall be granted in writing and only for the duration of the emergency outage. Un-authorized use of portable heating equipment could result in loss of base housing privileges and damages resulting from un-authorized use of portable heaters shall be at the expense of the responsible tenant.

4018. GARBAGE DISPOSALS

1. General. The garbage disposal provides a convenient and sanitary method of disposing of food waste. With proper care, the disposal will render years of efficient and dependable service. Improper use, however, will damage the unit and require costly repairs or replacement, which may be chargeable to the resident.
2. The following items should not be put into the disposal:
  - a. Metal, glass, crockery, scouring pads, dishcloths, filtered cigarettes, or plastics of any type. Such items will clog the plumbing system and can damage the disposal unit.
  - b. Lye or drain-cleaning chemicals.
  - c. Meat fats, pea pods, corn husks, corn silk, raw onions, artichoke leaves, and banana peelings, as they tend to clog the plumbing system and the disposal unit.
3. Cold water must be used with the disposal in order to flush the ground food waste through the household piping sewer lines. The use of cold water is necessary since it solidifies fats and grease that would otherwise adhere to the walls of plumbing lines.
4. Once a month put a tray of ice cubes in your disposal, run the disposal, and turn on the water.

4019. HOT WATER HEATERS. Residents should call the Maintenance Service Desk at 830-6528 for any hot water heater related problems or questions.

4020. BATHROOM EXHAUST FANS. Residents should not disconnect the bathroom exhaust fan. The fan was installed to disperse moisture from the room. Accumulation of moisture will cause damage to painted walls, ceilings and wall papered areas.

4021. SLIDING GLASS DOORS. Some units are equipped with sliding glass doors that open onto a patio. The doors that have been installed are of good quality safety glass; however, they may break. Since such glass doors are almost invisible under some lighting conditions, it is recommended that precautions be taken to avoid possible serious injury. Decals may be affixed to the glass doors during occupancy. However, they must be removed prior to vacating quarters.

4022. BLINDS/SCREENS/SCREEN DOORS/WINDOWS

1. Blinds. Blinds should be cleaned frequently by vacuuming or brushing and washing with a mild detergent and soft cloth. They should be dried immediately with a soft cloth to prevent water spots. Residents should not clean blinds with any type of abrasive cleanser. When raising or lowering the blinds, ensure they are in the open position and apply steady, even pressure to cord, keeping the cord in a vertical position as much as possible. In the event the resident wishes to remove the blinds for the purpose of hanging drapes, it will be the responsibility of the resident to remove the blinds and store them in a safe place. Prior to vacating, the blinds must be cleaned and reinstalled.

2. Screens. Screens may either be vacuumed or dusted with a soft or medium bristle brush. Cleaning the screens will help your cooling system to operate more efficiently during the hot summer months. Bent screen frames are not considered normal wear and tear and must be replaced at the resident's expense.

3. Screen Doors. Screen doors will not be removed. Screens can be cleaned with a soft bristle brush, vacuumed, or washed with a light spray from the garden hose.

4. Windows. Sliding glass windows can be removed for cleaning by sliding the window all the way open, lifting it up from the bottom, and removing it from the bottom of the track.

4023. SHELF PAPER. Installation of shelf paper is recommended for protection of cabinet spaces; however, residents must remove shelf paper prior to vacating the unit. Shelf paper with adhesive backing will NOT be used.

4024 WALL TO WALL CARPETING. Residents living in uncarpeted units who wish to install wall to wall carpeting may contact the housing office for permission to do so. Cutting doors to accommodate carpeting is prohibited. The use of carpet tack stripes is authorized. However, the damage caused by the tack stripes will be repaired at the resident's expense prior to the termination. It is recommended that double-sided carpet tape be used instead

4024 INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING  
of tack strips. The removal and disposal of the self-installed carpet will be the responsibility of the resident.

4025. TILE/VINYL FLOORS

1. General Information. Units have been provided with tile/vinyl flooring. Careful cleaning and periodic waxing will not only extend the life of the floor but also enhance the look. Do not allow excess water to stand on floors. Remove wax periodically. Excess wax accumulation will cause problems when preparing for a final checkout inspection. A rug or mat outside each door helps to keep dirt and ever present sand and grit from being tracked into the house thus preventing excessive scratches on the floor. A daily sweeping with a soft broom or dry dust mop will keep a well-waxed floor clean and attractive for long periods.

2. Cleaning. Residents should use a very diluted solution of mild soap and water. Stubborn stains and heel marks may be removed with ammonia. Floors should be rinsed thoroughly but should not be flooded with water. Water should not be allowed to stand on any floor for extended periods of time. Flammable liquids such as gasoline should never be used to clean floors.

3. Waxing. Floors should be clean and dry before waxing. Residents should apply wax in thin, even coats. Thick films of wax will be soft and gummy underneath, tend to crust and attract dirt. It is much better to apply two thin coats instead of one thick coat of wax. Residents are required to use a water emulsion type liquid wax. Paste and acrylic type waxes are not recommended.

4026. CLEANING OF KITCHEN CABINETS. Residents should take care not to damage the finish of wooden kitchen cabinets. Residents should wipe all cabinets with a cloth dampened with a mild liquid cleaning solution periodically. Excessive use of water will cause warping of the wood. Residents must not use abrasive cleansers, as they will dull the finish.

4027. SHOWER/TUB ENCLOSURE. Residents are encouraged to clean their shower regularly. When cleaning shower stall panels, use a mild soap and a soft cloth. Rinse with water and wipe dry to avoid water spots. Residents must not use abrasive scouring powder on fiberglass tubs.

4028. GARAGES, CARPORTS AND STORAGE AREAS

1. Garages and Carports. Garage doors should remain closed and secured when not in use. Care should be taken in opening and closing doors to avoid damage and ensure continued smooth operation. The moving metal parts of doors and hinges should be lubricated with light oil every six months. Concrete floors will not be painted. Excessive amounts of grease and oil drippings should be removed from garages, driveways, carports, and the street. Use only an approved concrete cleaner and under no circumstances will an acid or acid base cleaner be used.

2. Storage Areas. Storage of materials in garages and carport areas should present a neat appearance. It is important to store items so as to prevent fire hazards. Refrigerators not in use must be stored with doors removed or secured to prevent entry by small children.

3. Storage Sheds In Family Housing. Erection of portable storage sheds, metal or otherwise, is prohibited.

#### 4029. STORAGE

1. Gasoline, paint, and other flammables will be stored in a garage or carport shed, with adequate ventilation, in covered fire safety approved containers. A maximum of one gallon of gasoline may be stored in such a manner if kept in an approved type safety can.

2. Accumulation of lumber, ammo boxes, and trash constitutes a fire hazard and is not permitted in or near any quarters.

3. Outboard boat motors may be stored in utility rooms, garages, or storage bins. The fuel line must be closed, the gas cap and vent screw tightly screwed in, and the gasoline must be drained from the tank.

4. Fire prevention information for housing residents is included in appendix H.

#### 4030. EXTERIOR OF UNIT

1. Take every precaution to avoid water from lawn sprinklers spraying on quarters' exterior walls.

2. Do not drive nails into exterior of quarters for attaching ferns, flower boxes, holiday decorations, or like items. The erection of basketball backboards in the quarters is strictly prohibited. Basketball courts are provided in housing area playgrounds. Swings, tires, or tree houses will not be erected or attached to trees.

#### 4031. FENCES IN FAMILY HOUSING

1. Area Specific Restrictions. Fences are not allowed in Condor Heights and Vista del Sol. No modification is authorized to the existing fences in Adobe Flats, Desert View Terrace, Fairway Heights or Sunflower Terrace.

2. Fences will be removed upon vacating quarters unless specific approval to the contrary is obtained from the Housing Office. This requires an agreement by the next occupant to accept responsibility in writing for the fence. Any fence not meeting CCO parameters must be brought into compliance prior to signing agreement. Original occupant will remove fences not in compliance prior to departure. Government owned and installed fences will not be removed.

3. Standard. Cyclone/chain link fence, silver/light gray in color, is the standard and only type of fence authorized for installation in housing areas. The chain link will be a minimum gauge of 11, fence posts will be 1-1/2" round metal posts, and the fence will have a top rail also of 1-1/2" round metal tubing. Installation of fences will in no way circumvent or limit a

resident's responsibility for maintaining areas outside of the fence line that are normally their responsibility.

#### 4. Guidelines

a. Residents must submit a Fence Construction Permit, available at the Housing Office, prior to purchasing fencing material and constructing a fence.

b. Fences will be inspected by the Area Manager upon completion of the installation of the fence. Fences not meeting the guidelines listed below at the inspection it must be brought into compliance within 7 days or removed.

c. Fences will be five feet in height and constructed with chain link fencing and a top rail.

d. Fences are restricted to the rear of the quarters and must not extend beyond the sides of the housing unit not exceed the residents area of responsibility.

e. No fence is to cross a common sidewalk or impede the delivery of mail.

f. Under no circumstances will a fence be connected or attached directly to the residence.

g. Care should be taken in placing fence posts to prevent damage to water, sewage, or gas lines. No digging is permitted without checking with housing first. You will be liable for damages caused to any utilities.

h. Gates will be of the same material and design as the fence.

i. Electrical fence devices of any kind are prohibited.

j. Fence poles shall be installed using a water pick, available at self-help.

#### 4032. PLAY AREAS

1. In each housing area, there are designated playgrounds that have been established for the area children. Parents are requested to instruct their children to play on playground equipment designed for the age group of their children.

Parents are responsible for policing playground areas for the safety and supervision of their children. Children under the age of 9 are not allowed in the playground area unless a parent or a child, the age of 12 or older, accompanies them. Parents must ensure that their children play in authorized areas only and are reminded they are accountable for their children's actions. Residents who witness children of any age vandalizing a playground or any Government equipment should determine who the children are and the names and address of the parents, and provide the information to the Housing Office.

4033. CHILDREN'S WADING/SWIMMING POOLS. Wading pools in housing areas are permitted with the following restrictions:

- a. Maximum authorized diameter is eight feet.
- b. Maximum authorized depth is two feet.
- c. Residents MUST supervise their children. Children using wading pools must not be left unattended by a parent/adult. The pool must be enclosed by a fence.
- d. To prevent accidents and prevent animals from using pools and creating unsanitary conditions, they will be emptied daily and stored when not in use.

Pool owners accept legal liability for wading pool accidents.

4034. TRAMPOLINES. Trampolines can be a source of fun physical activity when that activity is properly supervised. Trampolines can also cause life-threatening injuries if unsupervised access is allowed. Trampolines in housing areas are permitted with the following restrictions:

- a. Trampoline's must be enclosed by a fence. This will prevent the use by unsupervised children.
- b. Trampoline's must have appropriate sides net installed.
- c. Children using the trampoline must be supervised by a parent/adult at all times.

Because of the safety concerns associated with the use of trampolines there is no grandfather clause to the rules set forth above. Trampoline owners accept all legal liability for trampoline accidents.

4035. YARD CARE AND CLEANLINESS

1. Areas of Responsibilities. Your yard extends to the imaginary line, which equally divides the distance front, back, and on the side(s) to the next housing unit. This is true whether or not there is a fence or retaining wall between the units, though by mutual agreement between neighbors, the exact bounds may vary. If there is no housing unit next to you, your responsible for a minimum of 50 feet from your unit. On the street side, you are responsible to the middle of the street to include sidewalks, curbs, gutters and parking areas. Area Managers will explain your area upon assignment or you can call for clarification.

2. Precautionary Measures. Residents must caution children about the dangers of climbing fences, trees, and retaining walls, throwing rocks, digging caves, and other dangerous activities. Parents must caution children against digging caves in the sand behind Ocotillo Heights, Shadow Mountain, Desert View Terrace, and Joshua Heights. Parents will be held responsible for any damages caused by their children.



4036. LANDSCAPING AND TREES

1. General. Residents are required to maintain and water their yards on a regular basis as permitted by published watering hours. Residents are encouraged to plant flowers and shrubs. However, since this is a desert area, conservation of water is very important. Residents who plan to be away from their homes for more than 72 hours must arrange to have their lawns mowed and watered. Your Area Manager inspects yards.

2. Planting. Before planting anything other than flowers and small shrubs, contact your Area Manager at 830-6611 to obtain permission. Trees and plants that grow well in the desert normally have water-seeking roots. These roots will eventually lead to water line or sewage problems. The planting of cactus and/or vegetable gardens is prohibited.

a. Caution children about damaging plants, and, in particular, not to climb trees, strip off branches, or otherwise damage trees and shrubs. Trees provide shade and enhance living during the heat of the summer. The construction of, or the use of, tree houses is prohibited.

b. Pruning of trees and bushes is a resident responsibility. Shrubs will be pruned to a height of five feet. The Housing Maintenance Service Contractor will prune trees only when special height equipment is required, or during the care of common areas. Care must be exercised in order to not permanently damage trees or shrubs. Contact your Area Manager at 830-6611 with any question you may have on the care and pruning of trees and shrubs.

c. Care should be taken to ensure that water is not sprayed on the external walls of your unit when watering plants or grass. The water will soak through and can cause interior and exterior damage. Water should never run more than 30 minutes in one given spot. Watering hours are established in reference (i).

d. Residents are subject to assessment for the replacement cost of lawns, trees, and shrubs that are damaged or die as a result of neglect or mistreatment.

e. Residents will remove grass growing in sidewalk and concrete cracks and will sweep clean sidewalks, gutters, and curbs on a weekly basis.

f. Residents will not wash or rake lawn clippings into the street gutters. Lawn clippings should be placed into a small box or plastic bag for pickup during weekly trash collection.

g. Lawns will be edged along sidewalks and driveways, and trimmed along buildings and curbs. Leaves will be raked, bagged, and properly disposed of.

h. Yards without lawns will be kept weed free. Yards will be raked weekly to preclude erosion around the quarters.

i. Occupants are responsible for the cleanliness of sidewalks, driveways, and parking area stalls assigned to the unit. This responsibility includes on-street parking areas.

4037. Holiday Decorations. Outdoor decorations for the Christmas Holidays may be put up following Thanksgiving. Outdoor decorations will not be allowed on the roof, second story eaves, or attached to the stucco on any government quarters. Christmas lights may be turned on no earlier than 6 p.m. and must be turned off no later than 10 p.m. daily. Outdoor decorations and lights must be removed by the second weekend in January.

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## APPENDIX A

### IMPORTANT TELEPHONE NUMBERS

<u>Family Housing Maintenance</u>	830-6528
(emergency, after hours, weekends and holidays)	1-877-755-6345
	866-358-9502
<u>Family Housing Office</u>	830-6232
	830-6611
<u>Naval Hospital</u>	
Ambulance (24 Hours)	911
TRICARE	830-2572
Information	830-2872
Eye Clinic	830-2108
Family Clinic	830-2093
Sick Call	830-2621
Pharmacy	830-6448
Veterinary Service	830-2448
Central Appointments	830-2286
Dental Clinic	830-7052
<u>Provost Marshal Office</u>	
Desk Sergeant	830-6800
Provost Marshal	830-5460
Vehicle Pass	830-6794
Vehicle Registration	830-6794
<u>Combat Center Command Duty Officer</u>	830-7200

INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

APPENDIX B

**MAGTFTC FAMILY HOUSING COMPLAINT FORM**

---

OFFENDER'S NAME

---

OFFENDER'S ADDRESS

---

OFFENDER'S HOME PHONE

---

TYPE OF COMPLAINT (Animal, Loud Music, Etc.)

---

LOCATION OF OCCURANCE

---

ANIMAL DESCRIPTION- (Breed, Size, Color, Markings)

---

**COMPLAINT:**

---

**CONTINUE ON REVERSE IF NEEDED**

**I HAVE WITNESSED, AND DO AFFIRM THAT THE COMPLINT SUBMITTED IS THE WHOLE TRUTH AND NOTHING BUT THE TRUTH. I AGREE TO MEDIATE THIS PROBLEM IF DEEMED NECESSARY.**

---

COMPLAINANT'S NAME

---

ADDRESS

---

PHONE

---

SIGNATURE

---

DATE

---

*DATE AND TIME RECEIVED*

---

*EMPLOYEE*

INSTRUCTIONS FOR RESIDENT OF FAMILY HOUSING

APPENDIX C

# CITATION

Issue Date:		Time:	
ADDRESS:			
Reinspection Date:			
WARNING	1 <sup>st</sup> NOTICE	2 <sup>nd</sup> NOTICE	3 <sup>rd</sup> NOTICE
<b>INFRACTIONS</b>			
Grass not mowed, trimmed, edged or raked			
Sidewalk/street gutter not clean of debris			
Trees or bushes not trimmed			
Flowerbeds not weeded			
Trash or debris on property			
Desert landscape not weeded or raked			
Fence required for dog(s)			
More animals in quarters than allowed			
Dog dropping not picked up daily			
Improper storage of trailer/RV/boat			
Unauthorized/inoperable vehicle in housing area			
<b>OTHER:</b>			
Please call _____ between the hours of 0700 through 1600 to discuss this citation and corrective measures that you will be taking to correct the above problem(s).			
_____ Your Area Housing Manager			

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## APPENDIX D

### CITATIONS

1. Background. The information in this Appendix applies to residents of military family housing. Residents are expected to care for housing units as a prudent homeowner would care for their own home. This care does not include activities or repair that require the high-level skills of a contractor or craftsman, but does include prudent maintenance and upkeep. This care also includes the resident properly notifying the maintenance contractor of any problems or repairs their home may require which are beyond the scope of resident care. Residents are responsible for ensuring maintenance and upkeep requirements set forth in Chapter 3 of this Order are met in as timely a manner as is possible. When a resident does not maintain their residence in accordance with this Order, and the condition causes damage to the quarters, the resident may be liable for the repair of damages, a citation could be issued.

#### 2. Information

a. Residents are urged to realize the seriousness of policy violations and the impact of these events upon the military family. Sponsors, family, and guests should familiarize themselves with both base and housing regulations. The failure of a military sponsor to maintain acceptable behavioral standards by those for whom they are responsible will become the subject of appropriate administrative action.

b. Citations will remain on file during the member's tour of duty regardless of any moves. In situations where probation or eviction of a resident is being considered, past citations including warnings may be used to help make an appropriate recommendation to the Commanding General.

3. Repeated Housing Violations. Housing areas are inspected weekly by the appropriate Area Manager. A housing unit found in violation of the requirements of this Manual will be issued a citation. A resident receiving a citation will normally be given 7 days to correct the violation. However, some may be required to be corrected within a 24 hour period, which will be noted on the citation. Issued citations will be handled in the following manner:

a. Warning Citation. Warning citations may be issued at any time by Area Managers as a method of reminding a resident of their responsibilities. Warning citations do not count against a resident, except that it will be maintained in the residents housing file, to reflect past discrepancies.

b. First Citation. The resident will receive the original citation, and a copy will be made and placed in the Housing Office file for that residence. The Housing Manager will generate a Letter of Caution to the resident via their chain of command.

c. Second Citation. If a second citation is issued within a six-month period, the Housing Manager will generate a Letter of Warning to the resident via their chain of command and a Letter of Concern to the Unit Commander requesting assistance. They will include as enclosures all warnings and citations.

## INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

d. Third Citation. When a third citation is issued within a six-month period, the Housing Manager will generate a Letter of Intent to the Unit Commander. This letter will request any information that the Housing Manager should consider prior to sending the member to the Magistrate. The unit will have five duty days from receipt to reply. If the unit cannot show cause or does not reply, a Letter of Summons to Appear will be sent to the member via the unit. This letter will direct the resident to appear before the Magistrate on a specific date and time. The letter will include enclosures with both the new and old citations and any other correspondence. The Magistrate will provide a recommendation to the Commanding General as to whether the resident should remain in government housing in a probationary status.

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## APPENDIX E

### SPONSORSHIP OF FOREIGN EXCHANGE STUDENTS

1. Military families living in the Mobile Home Park, government family housing aboard the Combat Center or the 801 housing area in Twentynine Palms may sponsor foreign exchange students. However, they must submit their request in writing through the military sponsor's local chain of command to the Director of Installations and Logistics (I&L) via the Director of Marine Corps Community Services (MCCS).
2. The MAGTFTC neither endorses nor supports a particular foreign exchange student organization. The placement of an exchange student with a host family living aboard the Combat Center or in family housing units off base is not to be construed as an endorsement or promise of support to any specific organization. Foreign exchange student organizations are not permitted to engage in door-to-door solicitation for host families. Requests for distribution of foreign exchange student literature from certain locations on the Combat Center will be reviewed on a case-by-case basis.
3. The Director of MCCS is responsible for approval of auxiliary support such as recreational facility use, limited exchange privileges, and other special requests that involve MCCS activities.
4. The initial point of contact for administrative and logistical matters regarding the housing of foreign exchange students is the Family Housing Office, located at 1003 Cottontail Road.
5. The following information is required with each request:
  - a. Complete identification of the foreign student to include; full name, nationality, age, sex, and current home address.
  - b. The name and address of the sponsoring organization, and the name, address and telephone number of the local representative of that organization.
  - c. Written authorization from the superintendent of the local school district or authorized representative accepting the foreign student for enrollment in the school where he or she will be attending.
  - d. A written and signed statement from the local representative of the sponsoring organization certifying that he/she has conducted an in-home interview with the prospective host family. Also, he/she finds that the host family is capable of meeting the financial, social and emotional demands associated with hosting a foreign exchange student.
  - e. Certification in writing from the sponsoring organization that it complies with the United States Information Agency's (USIA) "Criteria for Exchange-Visitor Teenage Program" regulations and the standards approved by the Council on Standards for International Education Travel (CSIET) for international education travel programs. Copies of these regulations may be obtained from the Family Housing Office. This certification must expressly state that the student will be informed of placement aboard a military base prior to the student's departure from his or her home country.



## INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

6. Additionally, in the written request the military sponsor must also address the following:

a. Attests that the sponsoring organization has provided the personal and cultural information concerning the student as required by the USIA regulations.

b. The military host has provided a complete explanation of the financial arrangements for support of the student, the insurance program covering the student, and the arrangements for medical treatment should it become necessary.

c. The military host has read and understands the USIA and CSIET regulations and standards and will report to the Director of I&L any violation of those regulations or standards by the foreign exchange sponsoring organization.

d. The military host certifies compliance with prohibition of monetary reimbursement in accordance with established Marine Corps and Department of defense orders and instructions. Host families may not accept any form of compensation for providing housing for these students. This prohibition includes even a nominal amount intended to defray increased living expenses.

7. Marine Air Ground Task Force Training Center does not adopt or accept responsibility for any foreign exchange student programs. The requirement that organizations be members of CSIET is intended to simplify the decision making process, because CSIET is an established, national organization which has published standards and conducts membership screening and oversight. Other oversight organizations do exist, and an organization's membership is one of those may also be considered in processing these requests. The host family registration requirement is intended to avoid miscommunication and to protect the military families from unknowingly violating base regulations or standards of conduct by supporting an unauthorized foreign exchange student organization.

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## APPENDIX F

### INSTRUCTIONS IN TIMES OF CONTINGENCY DEPLOYMENTS OF OPERATING FORCES UNITS

1. In the event of operating forces deploy in support of a contingency there are specific instructions for Commanding Officer and residents of family housing. The instructions and forms provided in this appendix will be as appropriate.

#### 2. Commanding Officers

(1) Assign a Staff Non-Commissioned Officer (SNCO) or above as a rear party point of contact to act as a liaison for housing matters.

(2) Provide the Housing Office a roster with rear party points of contact.

(3) Ensure enclosures are properly completed and signed prior to submission to the Housing Office.

3. Housing Office. The housing office will forward any requests requiring higher headquarters attention to the Director, I&L.

#### 4. Military Member

(1) Ensure a copy of Power of Attorney (POA) with directions on how to contact military member's family or point of contact is on file at the Housing office. This is required when a person other than the military member is to be placed on the waiting list, accept or reject a housing unit, or vacate housing.

(2) Ensure forms (1), (2) and (3) are completed when retention of quarters is requested when the sponsor is deployed and dependents are absent from quarters. The following applies:

(a) When the sponsor is serving on deployment causing them to reside away from assigned quarters, and dependents desire to absent themselves from quarters at the same time, the Commanding General may permit retention of quarters for periods not to exceed 45 days after completion of the contingency deployment for non-occupancy. This request must be submitted through the service member's chain of command and arrive at the Family Housing Manager's Office 15 days in advance of date requested.

(3) Ensure you check in with the Housing Office within 45 days after completion of contingency. If this is not possible the following applies: Absence from quarters beyond 45 days may be authorized only in cases of extreme hardship, for humanitarian reasons, or where medical reasons are verified. These cases must be of such severity as to present a personal hardship that is more severe than those normally encountered by military personnel and their families in the normal course of military service

This request must be submitted, via AA form, through the service member's chain of command and arrive at the Family Housing Manager's Office 15 days in advance of date requested. The AA form must contain the name and phone number of the unit's rear party POC, name, address and phone number of a responsible party during the occupant's absence and the address and phone number where the resident can be reached while being absence from quarters. Additionally, the responsible party must be an active duty service member or a spouse of, live aboard the installation and be familiar with the reference.

## INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

(4) Ensure forms (4) and (5) are completed when visits by family that are not the service members dependents will exceed 30 days. The following applies: Visits by family that are not service members dependents and are requesting to exceed 30 days, must be approved by the Housing Manager. The request must be submitted through the service member's chain of command and must arrive at the Family Housing Manager's Office 15 days in advance of date requested. Family members found violating this extended visitation policy will be given a 30 day notice to vacate quarters.

(5) Provide the Housing Office with 60 days written notice of intent to vacate, if applicable. The following applies:

(a) Requests to vacate with less than 30 days notice require a letter from the unit commander explaining the circumstances. Approvals for just cause cases are at the direction of the Commanding General.

(b) Voluntary termination moves will be at the member's expense. When vacating Government quarters, members indicating a desire to return to base housing will be placed on the appropriate inactive list. Forty-five days before the member is due to return the members will be reactivated on the appropriate waitlist.

INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

Form 1

**REQUEST FOR EXTENDED ABSENCE FROM QUARTERS**

**TO: DIRECTOR, FAMILY HOUSING**

**FROM:**

NAME

RANK

UNIT

SSN

HM PHONE

REAR PARTY PHONE

ADDRESS

**DATE OF REQUEST:**

1. I am requesting permission to leave my quarters vacant for a the time period listed below:

DEPARTURE DATE

RETURN DATE

**REASON/S FOR ABSENCE:**

I can be reached at the following address and phone number during my absence:

ADDRESS

PHONE

1. Before I leave my quarters I will agree to the following:

Please initial each:

- \_\_\_\_\_ Remove all pets from premises
- \_\_\_\_\_ Secure all doors and windows
- \_\_\_\_\_ Remove all perishable foods from the refrigerator
- \_\_\_\_\_ Turn the refrigerator dial to the lowest setting (Not Off)
- \_\_\_\_\_ During the winter set thermostat to 65 degrees
- \_\_\_\_\_ During the summer set thermostat to the OFF position
- \_\_\_\_\_ Arrange to have mail held or forwarded by the US Post Office
- \_\_\_\_\_ Stop newspaper delivery
- \_\_\_\_\_ Call PMO to see if they can check the premises

2. I will make sure a responsible adult will take care of the upkeep of my quarters to include grass cutting. This individual will also serve as the emergency contact and must have a key. They must also reside in base housing. **I will also provide additional information for an alternate caretaker** should my primary be unable to fulfill their obligation. The name, address, and phone number of this individual caring for my quarters is:

NAME

ADDRESS

PHONE

ALTERNATE: NAME

ADDRESS

PHONE

OCCUPANT SIGNATURE

DATE

INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

Form 2

**DESIGNATED CARETAKER  
FOR MEMBER ABSENT FROM QUARTERS**

*Caretaker must be a military member or spouse of military member AND a resident of family housing. Caretaker must also possess and be familiar with CCO 11101.12J, the Family Housing Resident Manual with all current changes.*

1. Absent member name and address:

---

---

2. Caretaker information: (If spouse, member's rank and name must be included):

Name:

---

Address:

---

**Home Phone:** \_\_\_\_\_ **Work Phone:** \_\_\_\_\_

**Alternate:** Name \_\_\_\_\_ Address \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

3. *My signature, below, establishes my agreement to the following:*

- a. I will agree to take care of the housing unit described above in #1.
- b. I understand that animals cannot be left in the quarters. I will **NOT** agree to take care of any pets.
- c. I agree to check this unit, at least, once a week to ensure the following:
  - There are no apparent water leaks
  - There are no noticeable gas leaks
  - Lights and appliances are off **except Refrigerator**
  - Yard is policed and mowed, when necessary
  - Mail and newspapers are retrieved, if needed
  - Windows and doors remain secured.

**I will notify the Housing Office (760-830-6611) immediately should I discover any problem with the items mentioned in Section 3 of this agreement.**

**NOTE: In addition, I will notify the Housing Office (760-830-6611) immediately if I am unable to fulfill my obligation as caretaker and will verify alternate caretaker information.**

\_\_\_\_\_  
Caretaker's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Alternate Caretaker's Signature

\_\_\_\_\_  
Date

## Form 3

# **REAR PARTY OIC/SNCOIC REQUEST FOR EXTENDED ABSENCE FROM QUARTERS**

TO: Family Housing Manager

FROM: Rear Party OIC/SNCOIC

Unit: \_\_\_\_\_

Rear Party OIC/SNCOIC Rank &amp; Name : \_\_\_\_\_

Rear Party Phone Number: \_\_\_\_\_

1. \_\_\_\_\_ requests to be absent from the quarters  
(Requesting Party's Rank & Name)  
at \_\_\_\_\_  
(Address)  
from \_\_\_\_\_ to \_\_\_\_\_  
(Departure Date) (Return Date)
2. I have reviewed the attached request for *Extended Absence from Quarters Request* and *Designated Caretaker Information* for accuracy. The tenant fully understands their responsibilities and will report to the housing office upon returning to their quarters.
3. I am submitting this requested to the housing office in advance of fifteen days for approval for an extended absence from quarters. The requesting party agrees to wait for approval before departing from the quarters.

\_\_\_\_\_  
Rear Party OIC/SNCOIC Endorsement\_\_\_\_\_  
Date**For Housing Personnel Only**

1. Request for an extended absence from quarters has been **Approved/Disapproved**. If disapproved request will be forwarded to Director, Installation and Logistics.

\_\_\_\_\_  
Family Housing Representative Signature\_\_\_\_\_  
Date

From: MCAGCC Family Housing Manager

To: Director, Installation and Logistics

1. Request for an extended absence from quarters has been forwarded to I&L recommending **Disapproval**.
2. Installation & Logistics Directorate returns this request for an extended absence from quarters as **Approved / Disapproved**.

\_\_\_\_\_  
Director, I&L / Deputy Director Signature\_\_\_\_\_  
Date

3. Please contact the family housing office should you have any questions at 760-860-6611.

**Routing information:**

Notifying Housing Representative's Name: \_\_\_\_\_

Tenant was notified of approval/disapproval on \_\_\_\_\_ via \_\_\_\_\_.

Rear Party OIC/SNCOIC was notified of approval/disapproval on \_\_\_\_\_  
via \_\_\_\_\_.

## Form 4

**EXTENDED VISITOR REGISTRATION REQUEST****TO: MCAGCC FAMILY HOUSING OFFICE****DATE OF REQUEST:** \_\_\_\_\_

**FROM:** \_\_\_\_\_

<b>NAME</b>	<b>RANK</b>	<b>UNIT</b>
_____	_____	_____
<b>SSN</b>	<b>HM PHONE</b>	<b>WK PHONE</b>
_____	_____	_____
<b>ADDRESS</b>		
_____		

1. This is to request that the following guest(s) to be registered as an extended visitor(s) in my quarters from \_\_\_\_\_ to \_\_\_\_\_, a total of \_\_\_\_\_ days:

Please list reason(s) you desire your visitor(s) to exceed a 30 Day visit:

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VISITOR(S) NAME	AGE	SEX	RELATIONSHIP	ADDRESS	SSN
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Are any of the above guests military members? : NO \_\_\_\_\_ YES \_\_\_\_\_

Are any of the above guests military spouses? : NO \_\_\_\_\_ YES \_\_\_\_\_

2. It is understood that I am responsible for the behavior and well being of my guest(s) and they will not contribute to my income nor will they share in any of the household expenses. I also understand that misconduct by my guests could lead to the termination of my assignment to quarters.
3. I fully understand that the following misconduct will result in the resident being required to appear before the Combat Center Magistrate Board:
- *Domestic disturbance/violence*
  - *Unacceptable care or destruction of the assigned housing unit or related property by the assigned resident, their family members, or their guests.*
  - *Residents unwilling to resolve problems, or who repeatedly disturb the peace and harmony of their respective neighborhood.*

Signature \_\_\_\_\_ Date: \_\_\_\_\_

INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

Form 5

REAR PARTY OIC/SNCOIC REQUEST  
FOR EXTENDED VISITOR REGISTRATION

TO: Family Housing Manager  
FROM: Rear Party OIC/SNCOIC

Unit: \_\_\_\_\_

Rear Party OIC/SNCOIC Rank & Name : \_\_\_\_\_

Rear Party Phone Number: \_\_\_\_\_

1. \_\_\_\_\_ requests to have the following visitor(s)  
(Requesting Party's Rank & Name)  
\_\_\_\_\_  
(Visitor(s) Name(s) )  
from \_\_\_\_\_ to \_\_\_\_\_  
(Arrival Date) (Departure Date)  
\_\_\_\_\_  
(Requesting Party's Address)
2. I have reviewed the attached request for ***Extended Visitor Registration Request*** for accuracy. The requesting party fully understands their responsibilities for the conduct and behavior of their visitor(s) and misconduct of the visitor(s) may lead to termination of assignment to quarters.
3. **I am submitting this requested to the housing office in advance of fifteen days for approval for an extended visitor(s) in quarters. The requesting party agrees to wait for approval before allowing guest(s) to reside in the quarters.**

\_\_\_\_\_  
Rear Party OIC/SNCOIC Endorsement

\_\_\_\_\_  
Date

***For Housing Personnel Only:***

2. Request for an extended visitor registration has been **Approved/Disapproved**. **If disapproved request will be forwarded to Director, Installation and Logistics.**

\_\_\_\_\_  
Family Housing Representative Signature

\_\_\_\_\_  
Date

**From: MCAGCC Family Housing Manager**

**To: Director, Installation and Logistics**

1. Installation & Logistics Directorate returns this request for an extended visitor registration as **Approved / Disapproved**.

\_\_\_\_\_  
Director, I&L / Deputy Director Signature

\_\_\_\_\_  
Date

3. Please contact the family housing office should you have any questions at 760-860-6611. For a vehicle pass contact the Provost Marshall's Office.

**Routing information:**

Notifying Housing Representative's Name: \_\_\_\_\_

Tenant was notified of approval/disapproval on \_\_\_\_\_ via \_\_\_\_\_  
Rear Party OIC/SNCOIC was notified of approval/disapproval on \_\_\_\_\_ via \_\_\_\_\_.



## INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

### APPENDIX G

#### INFORMATION FOR RESIDENTS OF VISTA DEL SOL

1. Some of the regulations that pertain to residents of Family Housing aboard the Combat Center will not apply to the Vista Del Sol housing areas. The most important differences are:

a. Emergency Calls 911. When you dial 911, your call will be received by the City of Victorville who will in turn dispatch the Sheriff, Fire Department, and/or ambulance from the Local Community.

b. Gas Leaks. Call 911 to report gas leaks to the Twentynine Palms Fire Department.

c. Ambulance Service

(1) What if I am sick and I need to go to the hospital? Joshua Tree Ambulance provides ambulance coverage for the Twentynine Palms area and can usually respond within five to ten minutes. For dependents, bonafide ambulance requests are part of your Tricare benefits; however, you need to think before you call. Remember that Tricare will only pay its cost share for ambulance funds in a bonafide emergency. This means that you should never use an ambulance for convenience or for transportation. If in doubt, and you feel you have an emergency and need an ambulance, call 911. For further information regarding Tricare benefits and ambulance requests, contact the Health Benefits Advisor, at 800-242-6788.

(2) Why won't the Naval Hospital provide the ambulance service, and why do I have to use my TRICARE benefits? We are primarily thinking of your health and safety. Remember, Joshua Tree Ambulance can usually respond within five to ten minutes. Because of the distance, it would take twice as long for the Naval Hospital to reach you. In a true emergency, these precious minutes could be the difference between life and death.

d. Emergency Police Service. For emergencies, call 911. The Combat Center Military Police have jurisdiction only of military members in the Vista Del Sol housing and will respond to all calls. With the civilian Law Enforcement will respond to any 911 calls. However, 911 should be used only in the case of an emergency. Dependents, who are involved in illegal activities, will be processed by civilian law enforcement agencies. These civilian agencies will not hesitate to place personnel who have committed serious offenses or who are uncooperative in jail.

e. Non-emergency Assistance. For non-emergency assistance, call civilian law enforcement at 367-9544.

FOR ALL EMERGENCIES, DIAL 911  
(POLICE, FIRE, OR MEDICAL EMERGENCY)

## INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

### 2. Calling for assistance from 9-1-1.

a. WHAT HAPPENS WHEN A RESIDENT REQUESTS EMERGENCY MEDICAL SERVICE ON 911? 911 should only be used when a true emergency exists, POLICE, FIRE, or MEDICAL. Identify your call as a FIRE or POLICE emergency. In many areas, the dispatcher will ELECTRONICALLY RECEIVE the address and telephone number OF THE CALLER. However, if you are not sure if the emergency system in your area captures that information, tell the dispatcher your address and phone number. The dispatcher must verify the accuracy of all telephone numbers and addresses.

#### b. Critical Information the Dispathcher "Needs" To Know:

- (1) WHAT IS THE EMERGENCY? State the problem.
- (2) WHERE IS THE EMERGENCY? Give the address, include building number, apartment number, nearest cross street.
- (3) WHO NEEDS HELP? Give ages and number of people.
- (4) ARE THEY CONSCIOUS? Yes or no.
- (5) ARE THEY BREATHING? Yes or no.

#### c. Wait For The Fire Department To Hand Up Before You Do.

(1) Remain calm and give direct answers to the questions asked. Speak slowly and clearly. You will be asked additional questions so the dispatcher can send the right type of help. All questions are important.

(2) The dispatcher may also provide you with CRITICAL PRE-ARRIVAL INSTRUCTIONS, such as CPR (Cardiopulmonary Resuscitation), etc.

(3) Understanding what happens when a 911 call is placed will help the system run more efficiently and will bring you the emergency service you need in the shortest possible time.

#### d. How You Can Help Before The Fire Department Arrives:

- (1) Assure the patient that help is on the way.
- (2) Keep the phone line clear after the 911 call is made.
- (3) Direct someone to wait out front to meet the Emergency vehicles and to lead the way.
- (4) Wave flashlight or turn on flashers of a car or porch light if dark.
- (5) Secure pets, especially dogs, in a separate area.
- (6) Gather or make a list of medications that the patient is using and give to emergency personnel.

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## APPENDIX H

### FIRE PREVENTION INFORMATION

1. Helpful Don'ts. The following rules will help to prevent fires that could very well destroy a life or a lifetime of savings:

- a. DON'T use inferior or frayed electrical extension cords.
- b. DON'T tamper with electrical fuses in the circuit breaker box; call the Maintenance Service Desk at 830-6528.
- c. DON'T dry clothes near ranges, heaters, water heater, or any open flames.
- d. DON'T use cleaning fluids, spot removers, or other solvents unless they are labeled nonflammable.
- e. DON'T use gasoline for cleaning purposes.
- f. DON'T use oversize light bulbs in light fixtures. Most light fixtures are designed for a maximum of 60 watt or multiples of 60-watt bulbs. Use of larger wattage light bulbs could cause damage to the fixture or cause fire. Do not use spotlights in carports or garages.
- g. DON'T smoke in bed.
- h. DON'T use portable heaters for non-emergency heating

2. A residents shall comply with Combat Center Fire Regulations found in reference (j).

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## APPENDIX I

### EARTHQUAKE INFORMATION

1. General. Earthquakes strike suddenly, violently, and without warning. Identifying potential hazards ahead of time and advance planning can reduce the dangers of serious injury or loss of life from an earthquake.

#### 2. Earthquake Preparation

- a. Fasten shelves securely to walls.
- b. Place large or heavy objects on lower shelves.
- c. Store breakable items such as bottled foods, glass, and china in low, closed cabinets with latches.
- d. Hang heavy items such as pictures and mirrors away from beds, couches, and anywhere people sit.
- e. Brace overhead light fixtures.
- f. Secure a water heater by strapping it to wall studs.
- g. Store weed killers, pesticides, and flammable products securely in closed cabinets that latch and on bottom shelves.

#### 3. Identify Safe Places in Your Home

- a. Under sturdy furniture such as a heavy desk or table.
- b. Against an inside wall.
- c. Away from where glass could shatter around windows, mirrors, pictures, or where heavy bookcases or other heavy furniture could fall over.
- d. Locate safe places outdoors, places in the open, away from buildings, trees, telephone and electrical lines, overpasses, or elevated expressways.
- e. Make sure dependents know how to respond after an earthquake.
- f. Teach dependents how and when to turn off gas, electricity, and water.
- g. Teach children how and when to call 9-1-1, police, or fire department and which radio station to tune to for emergency information.
- h. Contact your local emergency management office or the American Red Cross chapter for more information on earthquakes.
- i. Have disaster supplies on hand.
- j. Flashlights and extra batteries.

## INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

- k. Portable battery operated radio and extra batteries.
  - l. First aid kit and manual.
  - m. Emergency food and water for three days.
  - n. Cash and credit cards.
  - o. Sturdy shoes.
4. Develop An Emergency Communications Plan.
- a. In case dependents are separated from one another during an earthquake (a real possibility during the day when adults are at work and children are at school), develop a plan for reuniting after the disaster.
  - b. Ask an out-of-state-relative or friend to serve as the "family contact". After a disaster, it's often easier to call long distance. Make sure everyone in the family knows the name, address, and phone number of the contact person.
5. During An Earthquake If Indoors
- a. Stay inside.
  - b. Take cover under heavy furniture or against an inside wall and hold on.
  - c. The most dangerous thing to do during the shaking is to try and leave the building because objects can fall on you.
6. During An Earthquake If Outdoors
- a. Move into the open, away from buildings, streetlights, and utility lines. Once, in the open, stay there until the shaking stops.
  - b. If you are in a moving vehicle:
    - (1) Stop quickly and stay in the vehicle.
    - (2) Move to a clear area away from buildings, trees, overpasses, or utility lines.
    - (3) Once the shaking has stopped, proceed with caution. Avoid bridges or ramps that might have been damaged by the quake.
7. Handling Pets After An Earthquake
- a. The behavior of pets may change dramatically after an earthquake. Normally quiet and friendly cats and dogs may become aggressive or defensive. Watch animals closely. Leash dogs and place them in a fenced yard.
  - b. Pets are not allowed into shelters for health and space reasons. Prepare an emergency pen in the home that includes a 3-day supply of dry food and water.

## INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

### 8. After The Earthquake

a. Be prepared for aftershocks. Although they may be smaller than the main shock, aftershocks can cause additional damage and may bring weakened structures down. Aftershocks can occur in the first hours, days, weeks or even months after the quake.

b. Help injured or trapped persons. Give first aid when appropriate. Do not move seriously injured persons unless they are in immediate danger of further injury. Call for help.

c. Listen to a battery-operated radio or television for the latest emergency information.

d. Remember to help your neighbors who may require special assistance-- infants, the elderly, and people with disabilities.

e. Stay out of damaged buildings. Return home only when authorities say it is safe.

f. Use the telephone for emergency calls only.

g. Clean up spilled medicines, bleaches or gasoline or flammable liquids immediately.

h. Open closet and cupboard doors cautiously.

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## APPENDIX J

### HELPFUL HINTS FOR MAINTENANCE AND CLEANING

#### 1. Carpet Stain Removal

a. Step 1: Scoop up spills and blot excess with a clean white cloth. Don't scrub. Blot from outer edge to center to prevent spreading.

b. Step 2: Apply cold water liberally over stain with a clean white cloth. Rub deep into pile from left to right, then right to left. Blot excess.

c. Step 3: Apply solution of water and a mild detergent (use a detergent that doesn't contain bleach) in the same manner as in step 2. Clean stain to bottom of pile. Blot.

d. Step 4: Reapply cold water as in step 2. Blot deep into pile until carpet is no longer sticky or soapy. Blot moisture thoroughly to prevent bacterial growth.

e. Repeat the last three steps until stain is gone. Finish by placing clean white towel on the stain until moisture is absorbed.

f. Reminders:

(1) The speed in which you clean up the stain depends on the type of stain, how soon you get to it, and proper cleaning procedures.

(2) Stubborn stains may require a liquid or dry powder stain remover.

(3) Some substances may cause permanent staining. These include hair and shoe dye, ink, bleach, plant food, pet droppings, and colored fruit juice.

(4) Negligence and permanent stains to carpets will be considered as damaged by the resident and the resident will be charged for the carpet.

#### 2. Helpful Cleaning Hints

a. De-Solv-It, WD-40, and Goof-Off can be used to remove tape, gum, glue, and crayon marks from floors and walls.

b. A spray type clean like Liquid Gold (or other good quality spray cleaner) is good for cleaning wood cabinets. It removes grease from kitchen cabinets.

c. Vinegar is an excellent cleanser for a musty, mildewed refrigerator.

d. Try applying lots of salt to a wine stain on a carpet soon after a spill. The salt absorbs the liquid and prevents staining. Vacuum salt when dried.

e. A product named "Simple Green" is good for cleaning tough stains on ceramic tile in kitchen or bathrooms.

## INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

f. Use a pumice stone to remove stains from commodes, porcelain tubs, and sinks. It removes carbon from oven racks.

g. Use a vinegar rinse on ovens and shower tiles to remove unsightly and unsanitary residue.

h. For tough stains on oven or broiler racks, apply "Easy Off" to surface and let stand in garbage bag overnight.

i. To avoid oil stains on your garage floor, place a carpet scrap or piece of cardboard under your vehicle when parked.

j. An excellent product for cleaning walls is "TSP" (tri-sodium phosphate.) No need to rinse walls when used properly.

k. To remove stubborn window stickers (car or house), douse a paper towel in rubbing alcohol and place against sticker for 30-45 seconds. Sticker should peel right off.

l. To get bathroom fixtures extra clean, scrub surfaces with toothpaste and an old toothbrush.

m. Hair spray removes unsightly ballpoint ink.

n. A sock on your hand will effectively clean mini-blinds.

o. A few tablespoons of "TANG" in your dishwasher will leave it clean and shiny.

p. Use either kitty litter (without chlorophyll) or sawdust to soak up most surface oil in your garage.

q. Green scratchpads work better dry than wet to remove grease and soap.

r. "Barkeeper's Friend" is a non-abrasive powered cleanser that removes stubborn stains and rust from many surfaces; cleans stove tops, takes off grease, soap and black marks from walls, doors, tile, tubs, sinks, etc.

s. Car squeegee really saves time on doing windows of your house.

t. Pet hair on the carpet? Damp mop and hair rolls up.

u. Rubbing alcohol cleans unpainted metal, such as burner caps, window tracks, thresholds, aluminum sinks, and fixtures.

v. Note: Before using any cleanser, read the instructions carefully.

### 3. Helpful Maintenance Hints

a. Before you call maintenance for repairs to your quarters, please review the following helpful hints list. By doing some of the simple repairs yourself, you will save the Combat Center money that can be utilized for other housing projects.



## INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

b. Loose screws on hinges, doors, windows, and fixtures can damage the structure. You can correct the problem with a screwdriver.

c. Freeing of plumbing stoppages. Many plumbing stoppages can be cleared with hand plungers.

d. Garbage Disposals. If your garbage disposal is not working, turn off the switch, unplug the disposal and remove any foreign object that has fallen through the drain of the disposal. Turn on water, press the red button at the bottom of the motor, and turn on the switch. Grease should never be put in the garbage disposal. Collect grease in a can, jar, or carton and throw it in the trash for collection. If garbage disposal is not running check reset button on either the bottom of the disposal or the side of the disposal.

e. Light failures. If any light fixture is not working, check the light bulb first. If the bulb is good, check the circuit breaker.

f. Air Conditioning (not evaporative cooling). If your air conditioning unit is not cooling, the condensing unit could be frozen. Turn the unit off for a couple of hours, and then start it again. Do not set your thermostat any lower than 70 degrees.

g. Water on the floor. If you find water on your floor, first check to make sure your sprinklers are not hitting the outside walls.

h. Commode overflow. If you have an overflow, be sure to turn the valve off behind the commode, before calling for assistance.

# INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

## APPENDIX K

### COMBAT CENTER RECYCLING PROGRAM INFORMATION

1. Recycling Program. The following is a list of items that may be processed for recycling. Due to the time consuming and labor intensive effort required in separation and processing of raw materials, it is imperative that residents streamline this effort. The intent of the Recycling Program is to educate and eliminate the recovery of unnecessary trash. The following list of "DOs" and "DON'Ts" will hopefully answer your questions and resolve many of the problems with contamination.

#### 2. Recycling Do's:

a. Corrugated Cardboard, un-waxed (empty and flatten) Plastic (rinse, caps must be removed) - See bottom of the container for the type number.

(1) #1 - Green and clear only (container must have a screw neck, no cups, trays, deli dishes, laundry scoops, or other non-screen top containers.

(2) #2 - Milk jugs, water jugs, juice bottles and some grocery bags, un-marked plastics-children's toys, canteens, etc.

b. Aluminum (rinse, must be free of food and beverage residue).

c. Cans - California Redemption Value.

d. Scrap - Aluminum foil, pie pans, etc.

e. Steel cans - Rinse, must be free of food and beverage residue.

f. Tin - Food cans, etc.

g. Paper (carbon must be removed).

h. Computer paper.

i. White ledger paper.

j. Shredded paper (carbon must be removed before shredding).

k. Newspapers, magazines, and telephone books.

l. Clear/Brown/Green Glass (rinse, must be free of food and beverage).

m. Compact disks (scratch both sides with sharp instrument).

#### 3. Recycling Don'ts

a. Cardboard or paper products coated with wax - milk boxes, frozen food cartons.

b. Notepads, self stick - Yellow/colored post-its.

c. Fluorescent colored paper.

d. Plastic #3 and above (See bottom of container for No.#).

e. Plate glass, windshields, ceramic glass.

## INSTRUCTIONS FOR RESIDENTS OF FAMILY HOUSING

- f. Light bulbs, fluorescent light bulbs.
- g. Styrofoam and rubber products.
- h. Hazardous, biological or medical waste

### 4. Pick-up of Recyclable Items

a. Changes on the pick up schedule due to holidays will be published in the Observation Post (Combat Center Newspaper) or by a newsletter.

b. Recycling pick-ups are as follows:

Adobe Flats	Tuesday
Shadow Mountain	Wednesday
Joshua Heights	Wednesday
Desert View Terrace	Wednesday
Condor Heights	Wednesday
Sunflower Terrace	Wednesday
Marine Palms	Thursday
Ocotillo Heights	Friday
Fairway Heights	Friday

c. Additional or missed recyclable material may be scheduled by calling the Recycling Center at 830-5664/5666.